

2030

STRATEGIC PLAN



PREPARING FOR
THE FUTURE

TOGETHER

“We are, all of us, water beings on a water planet. Water is life. Without it, all living things die. Our dependence on water is absolute; our psyches know this and signal us in myriad ways of water’s elemental importance and significance. That is why we love the water and remember experiences associated with it. Of the earth’s vast resources of water, only a small fraction is fresh and drinkable.

A few people among the globe’s billions have been charged with the task of ensuring everyone else has a reliable supply of safe water. Supplying potable water is an essential human activity, a great responsibility, and a vocation of distinction.”

J.B. Mannion (1931-2009)

Former Executive Director, American Water Works Association

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Excellence
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EXECUTIVE SUMMARY

Strategic Plan 2030 is Fairfax Water’s five-year roadmap for sustaining excellent service while responding to evolving drinking water regulations, workforce challenges, aging infrastructure, and rising customer expectations. The plan was developed through a structured process that included a self-assessment, employee survey, facilitated cross-functional workshops, senior leadership feedback sessions, and Board work sessions.

Fairfax Water’s Mission is to provide our customers with reliable and abundant water of exceptional quality and value, thereby advancing our Vision of providing exemplary water service and enhancing water resources for a thriving community.

Our Values—Public Health Protection, Excellence in Operations, Community Trust, Organizational Resiliency, and a Safe, Empowered, and Respectful Workforce—set clear expectations for how we work and how we serve. These principles are translated into four strategic Goal areas:

Excellence

Consistently provide high quality water and service through best practice, innovation, and optimization

Workforce

Attract, develop, and retain a safe, adaptable, and empowered team

Resilience

Securely manage assets and systems and strengthen readiness for disruptions

Sustainability

Deliver lasting value through responsible stewardship of financial, infrastructure, and water resources

Within each goal area, focused Objectives define what will be delivered over the next five years. Progress will be tracked and visualized using a digital tracking tool that tangibly connects strategy with measurable outcomes. The 14 key performance indicators presented within each goal area help us adjust course when conditions change and communicate effectively with internal and external stakeholders.

By reinforcing what must be protected, what must be improved, and where we must innovate, Strategic Plan 2030 strengthens Fairfax Water’s ability to meet new regulatory expectations, workforce challenges, address aging infrastructure, and sustain high-quality service—today and into the future.

INTRODUCTION

Fairfax Water aims to be recognized as one of the best places to work by doing the right things, at the right time, in the right way. As such, Fairfax Water is continuing its practice of developing a five-year strategic plan to guide the organization into the future. Strategic Plan 2030 is designed to give every team member clarity, purpose, and a sense of belonging; plan for the future and the challenges associated with it; and reinforce our commitment to our customers and community.

In addition, utilities across the country are facing increasing challenges such as responding to evolving drinking water regulations, renewing aging infrastructure, and meeting ongoing operational demands—all while maintaining affordability and earning customer trust. Strategic Plan 2030 establishes a clear path forward by guiding our investments, allocating resources, and providing a consistent structure to ensure long-term Goals and Objectives are achieved. In addition to sustaining core functions, we will proactively address emerging water quality challenges while upholding affordability, customer satisfaction, and our reputation for service excellence.

Through strong execution of Strategic Plan 2030 and transparent communication around the process and findings, Fairfax Water will navigate inevitable staffing transitions and position itself for long-term success. Technology will be used to enhance operational efficiency, improve customer insight, and drive innovation. Data-supported asset management practices will inform smart, defensible, and sustainable investment decisions.

Supported by internal collaboration, Strategic Plan 2030 aims to:

- Align our work so we function as one team every day.
- Clarify our purpose with an updated Vision, Mission, and Values.
- Set clear goals and measurable results to guide decisions.
- Make smarter use of resources by reducing overlap and improving collaboration.
- Engage and grow our people, offering opportunities to lead and thrive.
- Deliver reliable, affordable water service, upholding our reputation for excellence.



Philip W. Allin
Chairman of the Board

MESSAGE FROM

The Chairman of the Board

Since joining the Fairfax Water Board in 1992, I have had the privilege of witnessing the dedication, professionalism, and foresight that define this organization. Strategic Plan 2030 reflects that same commitment, ensuring that Fairfax Water continues to serve our community with excellence while preparing for the future and the uncertainties associated with it.

At the heart of Strategic Plan 2030 is our Vision: Providing exemplary water service and enhancing water resources for a thriving community. Achieving this Vision requires clear priorities, strong leadership, and a steadfast focus on our Mission: To provide our customers with reliable and abundant water of exceptional quality and value.

Strategic Plan 2030 reinforces the values that guide Fairfax Water. Protecting public health remains our highest responsibility. Operational excellence drives us to continually improve how we manage our infrastructure and resources. Transparency, accountability, and responsiveness help us maintain the trust that has been built over generations.

Equally important is our commitment to the people who make this work possible. Fairfax Water strives to be an employer of choice—an organization where talented professionals build meaningful careers and take pride in public service. The work performed here is truly a vocation of distinction that involves protecting public health, supporting economic vitality, and sustaining water resources. By investing in the Fairfax Water workforce, we ensure that the next generation of leaders will carry this mission forward.

On behalf of the Board, I thank the employees of Fairfax Water for their continued dedication to serving our community.



Achieving this vision requires clear priorities, strong leadership, and a steadfast focus on our Mission.”



Jamie Bain
Hedges, PE

General Manager
and Chief Executive Officer

MESSAGE FROM

The General Manager and CEO

Every day, our team works to provide safe, reliable, and high-quality drinking water to over two million people throughout Northern Virginia. That responsibility requires both operational excellence today and strategic planning for the future. Strategic Plan 2030 reflects our steadfast commitment to continuous improvement to ensure Fairfax Water remains at the forefront of the water industry. With this Strategic Plan, Fairfax Water solidifies our focus on delivering quality service, strengthening our workforce, maintaining the integrity of our infrastructure, enhancing resiliency, and embedding the use of advanced technology. These priorities form the foundation of how we will continue to serve our customers and adapt to the evolving challenges facing water utilities today.

Throughout this process, we asked several important questions: What do we want Fairfax Water to achieve in the years ahead? How do we demonstrate to our customers the value of the services we provide to the community? And how will we continue to grow and develop as an organization? These questions guided our discussions and helped shape the Vision reflected in this plan.

We challenged ourselves to look beyond what is comfortable by setting goals that stretch us as an organization. By setting goals and objectives that are just beyond our immediate reach, we encourage innovation, creativity, and the pursuit of excellence in everything we do.

A common thread you will see throughout Strategic Plan 2030 is the reaffirmation of our core values and our commitment to the people who make this organization exceptional. Fairfax Water's success is built on the dedication, professionalism, and expertise of our employees. By encouraging creativity, thinking beyond traditional approaches, and fostering both individual and collective strengths, we position Fairfax Water to meet customer expectations, both now and in the future, with confidence.



*As General Manager of Fairfax Water,
I strongly believe in our mission and
the vital role our organization plays
in the community we serve."*

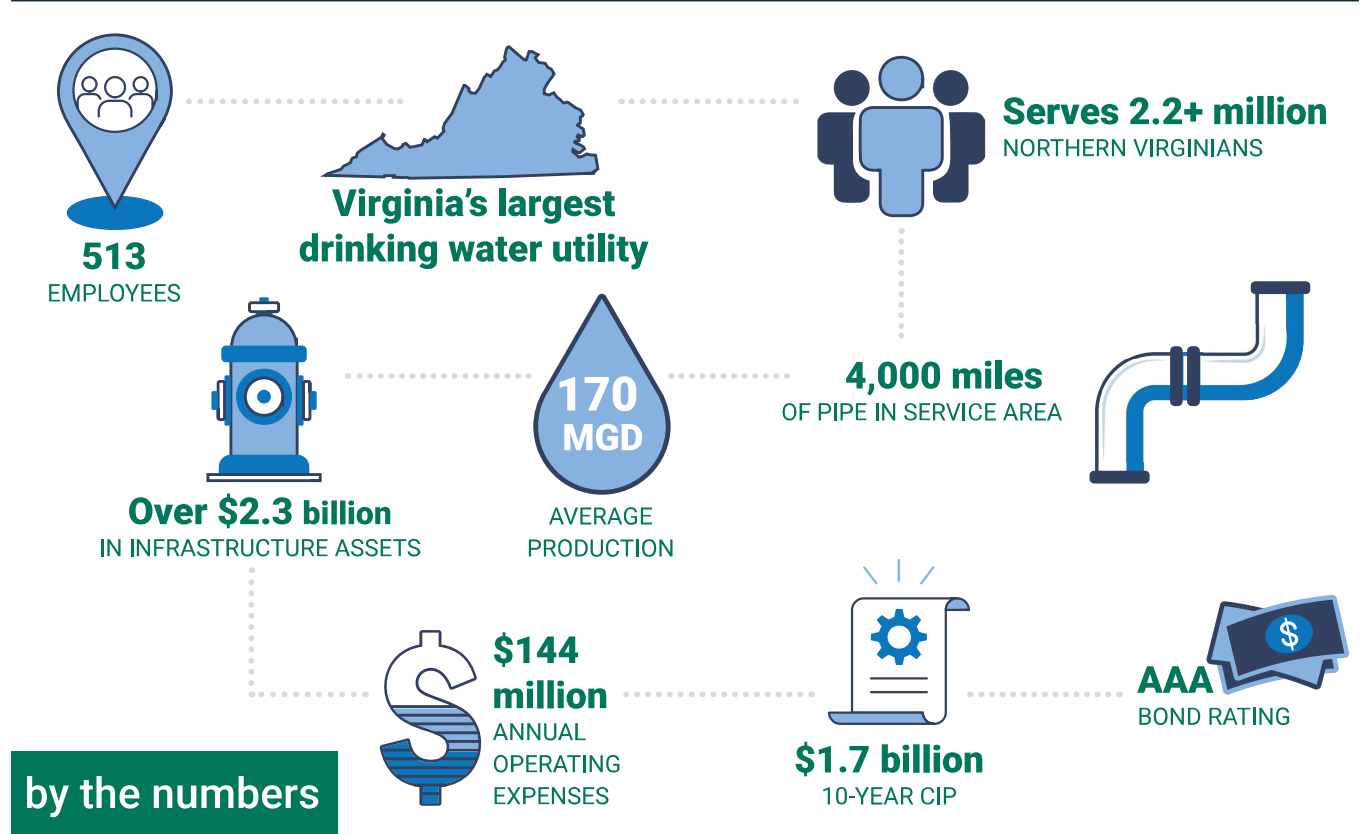
Who We Are and What We Do

ABOUT US

Fairfax Water provides drinking water to more than two million people – that’s one out of every four Virginians!

We are the largest water utility in Virginia, serving customers in ten communities throughout Northern Virginia.

Chartered in 1957, Fairfax Water is governed by a 10-member Board. The General Manager/CEO manages day-to-day operations and a team of over 500 staff. We take service to the community seriously and strive to be an employer of choice by attracting and retaining talented people that care about our customers.



MGD - Million Gallons per Day
CIP - Capital Improvement Program

THE STRATEGIC PLAN DEVELOPMENT PROCESS

The strategic planning process began with an impartial evaluation of the organization, followed by facilitated workshops to openly discuss and identify the most meaningful strategic Goals and Objectives to guide Fairfax Water for the next five years and beyond. Key elements of the development process included:



Kickoff meeting for Strategic Plan 2030



80 internal stakeholders participated in a self-assessment using the EUM Framework. *Workforce Development and Infrastructure Strategy and Performance* were the two top areas identified for internal improvement.



A confidential survey was sent to all internal stakeholders and received an overall response rate of 78%. The results provided a window into how well Fairfax Water's people, processes, and systems are aligned.



During facilitated workshops, cross-functional teams came together to discuss drivers for improvement, industry trends, areas of vulnerability, and ways to ensure Fairfax Water can consistently achieve its Mission.



Internal communications provided all staff with information about the assessments, purpose of strategic planning, and updates on progress.



At critical points, the Strategic Leadership team set aside time to provide feedback that refined workshop outputs to better reflect Fairfax Water's priorities and culture.



The Fairfax Water Board provided guidance at key milestones in the development process, offering input, direction, and concurrence on the Mission, Vision, Values, Goals, Objectives, and Key Performance Indicators (KPIs).

ACCOMPLISHMENTS

FROM STRATEGIC PLAN 2025

Strategic Plan 2025 focused on achieving the following five goals. This section highlights some of the notable successes for each of these goal areas.

Quality Service

Goal

Fairfax Water will consistently provide excellent water quality, service reliability, and outstanding customer service interactions.

Notable Successes

- Achieved 100% compliance with all primary drinking water regulations
- Consistently recognized by the Virginia Department of Health for Excellence in Waterworks Operations
- Developed four-pronged PFAS Action Plan to comply with drinking water regulations
- Maintained water laboratory certification and accreditation including passing all required proficiency testing
- Completed Lead and Copper Rule statistical modeling and classified 99.99+ percent of system as lead-free
- Added Spanish contact center queue to better serve our Spanish-speaking customers
- Distributed over \$1.1 million in federal water bill relief programs to customers in need
- Participated in annual community events across our service area, providing quality water and raising awareness of Fairfax Water’s programs and services

Workforce Planning and Development

Goal

Fairfax Water will attract, develop, and retain a high-performing and diverse workforce to fulfill the mission of the organization.

Notable Successes

- Enhanced the safety program to emphasize proactive, preventive measures
- Completed a compensation study to remain competitive in the regional job market
- Successfully trained, developed, and transitioned employees for key staff retirements
- Implemented paid family medical leave and telework
- Launched an employee recruitment referral program
- Conducted annual employee health and wellness fairs

Infrastructure Integrity

Goal

Fairfax Water will develop and maintain infrastructure to provide reliable service to our customers in an efficient and cost-effective manner.

Notable Successes

- Invested nearly \$480 million in capital improvements to supply, treatment, and transmission, and distribution infrastructure
- Completed construction of and achieved Leadership in Energy and Environmental Design (LEED) Certification for Murray and Willard Maintenance Facilities
- Completed construction of a new University Tank and renovated six water storage tanks
- Completed a climate vulnerability analysis
- Completed a risk and resiliency analysis and updated emergency response plan in accordance with federal requirements
- Enhanced asset management plans for electrical, transmission, and metering infrastructure

Financial Resilience

Goal

Fairfax Water will maintain appropriate financial capacity to ensure the operational needs of present and future customers.

Notable Successes

- Provided high quality and affordable water service while maintaining one of the lowest rates in the region
- Maintained AAA bond ratings
- Completed an external cost of service study to validate our rate setting process
- Achieved clean audit opinions with no audit adjustments to Fairfax Water and its retirement plan

Technology and Innovation

Goal

Fairfax Water will ensure technology to safely and securely meet the needs of our organization and customers.

Notable Successes

- Developed a Technology Master Plan to support strategic investment in our enterprise systems and software platforms
- Implemented new customer service technology platform to enhance the customer experience
- Implemented an electronic procurement system to achieve cost efficiencies and expand vendor access
- Conducted an advanced metering infrastructure pilot to evaluate potential operational efficiencies and enhance customer access to water usage data
- Upgraded and enhanced our geographical information system platform and process control systems at treatment plants and across the distribution system
- Piloted fleet telematics to support fleet management, driver safety, and situational awareness
- Implemented new network and cybersecurity technologies to enhance resilience

ORGANIZATIONAL

STRENGTHS AND OPPORTUNITIES

Organizational assessment tools, including the Effective Utility Management Assessment and employee survey, were coupled with facilitated workshops to reveal common themes around what is already working well at Fairfax Water and areas that could be improved upon. These themes were used to develop areas of focus for the strategic plan. In addition, Scenario Planning was used to identify key external factors and evaluate how to best adapt to a range of possible future conditions.

Our Strengths

These strengths represent areas of alignment, cultural cohesion, and positive momentum that can be leveraged to support organizational goals and initiatives.

Commitment to Safety and Public Health

All levels of our organization value safety for our staff. We also consistently recognize the importance of protecting public health and delivering reliable water.

Drive for Continuous Improvement

Fairfax Water is always seeking better tools, stronger communication, and more opportunities to learn, collaborate, and innovate our business processes.

Pride, Professionalism, and Operational Excellence

Employees prioritize integrity, teamwork, respect, accountability, and transparency, as their top personal values—demonstrating the strong ethical foundation that defines our team at Fairfax Water. These values show that our people care deeply about doing the right thing, supporting one another, and delivering trusted, high-quality service to the community.

Opportunities for Growth

Our consistent growth opportunity themes are centered on clarity, modernization, and capacity. These opportunities highlight where investment and focused attention could improve alignment, efficiency, and long-term sustainability.

Communication, Coordination, and Role Clarity

Staff expressed the need for clearer, more consistent communication about our priorities, decisions, and the 'why' behind organizational changes. By improving the flow of information from leadership to staff, we will improve the understanding of how each role supports our mission and provide better coordination across divisions.

Modernizing Systems, Processes, and Tools

Improving technology integration and process improvements will help us provide more consistency on how we get work done among operational divisions. We also have the opportunity to provide more timely information to our customers through the modernization of customer-facing technology systems.

Staffing Capacity, Workloads, Training Needs

We understand the need to improve our succession planning, retention, and professional development efforts and have been working to improve our training programs. In the near future, this will be expanded to include defined career pathways and compensation philosophy.

External Factors

Utilities nationwide, including Fairfax Water, must adapt to external factors that are beyond our direct control, yet shape the environment in which we operate and influence our priorities. External factors of greatest influence on our Mission and Vision include:

Changing Regulatory and Legislative Landscape

Changes may result in additional cost and operational complexity that can impact Fairfax Water's infrastructure and rate payers.

Power Supplies

Disruptions in power supplies can interrupt treatment, pumping, monitoring, and communications systems.

Artificial Intelligence (AI)

Responsible use of AI can improve our ability to use data to support operations, optimize treatment and energy use, and understand customers. AI use by malevolent actors can increase cybersecurity risks.

Water Reuse

Increased reuse of reclaimed water in the Occoquan and Potomac may impact water supply resiliency and future water supply planning.

Water Resource Availability

Increased development and climate vulnerabilities can impact water resource availability and management.

Supply Chain

Disruptions in the supply chain can delay or limit access to treatment chemicals, repair parts, equipment, and construction materials, and significantly increase costs.

VISION

Providing exemplary water service and enhancing water resources for a thriving community.



MISSION

To provide our customers with reliable and abundant water of exceptional quality and value.

VALUES

Community Trust

We build lasting relationships with our employees, customers, and partners through transparency, accountability, and responsive service.

Excellence in Operations

We strive for efficiency, stewardship, and continuous improvement in everything we do.

Organizational Resiliency

We meet evolving challenges and future needs.

Public Health Protection

We safeguard the health of our community by delivering clean, safe, and reliable drinking water every day.

Safe, Empowered, and Respectful Workforce

We invest in our people, fostering leadership, collaboration, and pride in public service.



OUR **STRATEGIC** DIRECTION

The Strategic Goals represent the highest priority areas to resolve a current issue or address a future need to maintain our position as a leading water utility dedicated to protecting public health and the environment.

They are designed to guide the organization for the next five years. The following pages detail Fairfax Water's Strategic Goals, Objectives, and Key Performance Indicators.

Excellence

We aim for excellence in everything we do because millions of Virginians rely on us every single day. The water we deliver and the service associated with it shapes public perception and our reputation. As we look to the future, we strive to balance innovation, financial stewardship, and efficiency as we make critical decisions around modernizing processes and technology.

GOAL

Consistently provide high quality water and service through best practices, innovation, and optimization.

OBJECTIVES

1. Maintain strong relationships with internal and external stakeholders
2. Strengthen the customer experience
3. Champion and enable continuous improvement and innovation
4. Anticipate, manage, and adapt to new regulatory requirements through proactive practices



Lab staff monitoring water quality



Connecting with customers

KEY PERFORMANCE INDICATORS

The following Key Performance Indicators (KPIs) will be tracked to measure our progress towards our goal of Excellence.

Water Service Reliability Index

What it Measures

Water Service Reliability Index quantifies how effectively Fairfax Water delivers a continuous supply of water to our customers by measuring the number of water service connections that were out of service, along with the associated duration of the service disruptions over the course of a year.

Why it Matters

Consistent service is essential to public health and safety. Achieving a high Water Service Reliability Index demonstrates how consistently we deliver uninterrupted service, which directly affects our customers' health, safety, daily life, and confidence in us as their water utility.

Water Quality Regulatory Compliance

What it Measures

Continuously complying with regulatory requirements is the minimum threshold for protecting public health. Tracking days in compliance with National Primary Drinking Water Regulations (NPDWRs) emphasizes our commitment to provide high quality water to our customers. This metric is expressed as a percentage of total days in the year that Fairfax Water was in full compliance with NPDWRs.

Why it Matters

A strong compliance record demonstrates effective treatment processes, well maintained infrastructure, qualified staff, and good operational oversight. This builds customer confidence that we are managing our system(s) responsibly and proactively addressing risks before they impact water quality.

O&M Cost Per MG of Water Produced

What it Measures

This KPI calculates how much Fairfax Water spends on operations and maintenance (O&M) to produce treated water. This KPI captures costs such as labor, chemicals, energy, routine maintenance, supplies, and minor repairs associated with treating and producing drinking water. It does not typically include capital costs, debt service, depreciation, or major infrastructure replacements.

Why it Matters

This KPI measures the operational efficiency and cost effectiveness of Fairfax Water's day to day water production activities.

CIP Execution Ratio

What it Measures

The Capital Improvement Program (CIP) Execution Ratio compares actual capital spending or projects delivered to what was approved and planned within a given period. As such, it is a direct measure of delivery performance and organizational capacity, not just planning intent. A high execution ratio indicates that Fairfax Water is successfully implementing the capital plan as scheduled, while a low ratio may signal constraints such as staffing limitations, procurement delays, scope changes, permitting challenges, or unrealistic planning assumptions.

Why it Matters

The CIP Execution Ratio is important because it shows how effectively Fairfax Water is turning planned capital investments into completed projects that support reliable, safe, and sustainable service.

Workforce

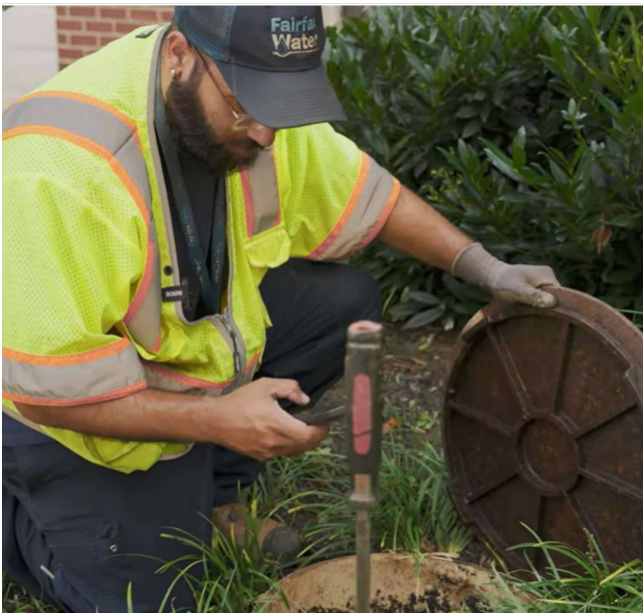
Our most important asset is our workforce. We recognize that as we continue to grow as an organization, we have opportunities to enhance the way we recruit, retain, and develop our employees. We have the foundational steps of improving the employee experience underway, and we strive to remain an employer of choice.

GOAL

Attract, develop, and retain a safe, adaptable, and empowered team committed to service excellence.

OBJECTIVES

1. Enhance the employee experience
2. Promote a culture of safety excellence across all business units
3. Ensure organizational capacity to accomplish our mission and promote workforce well-being



Reading a customer meter



Repairing a water main

KEY PERFORMANCE INDICATORS

The following KPIs will be tracked to measure our progress towards our Workforce goal.

Lost Time Case Rate

What it Measures

A workplace safety metric calculating the frequency of injuries serious enough to cause an employee to miss work, per 100 employees, based on 200,000 hours worked.

Why it Matters

It measures our safety culture. It provides a clear, standardized indicator of workplace safety performance and the severity of employee injuries that result in time away from work.

Voluntary Turnover Rate

What it Measures

Voluntary turnover rate measures the percentage of employees who choose to leave on their own accord such as resignations or retirements, excluding layoffs, terminations for cause, or restructurings during a specific time period.

Why it Matters

Voluntary Turnover Rate matters because it highlights employee driven attrition, signals potential underlying organizational issues, impacts cost and performance, and informs strategies to build a committed, capable, and stable workforce.

Investment in our Workforce

What it Measures

Measures the average number of hours of training completed by each full time equivalent employee during a defined period (typically annually). This metric captures formal and informal learning activities such as technical training, safety training, regulatory or compliance training, leadership development, certifications, and required continuing education. This KPI will assist us in understanding our current training needs and allow us to address training gaps.

Why it Matters

Training hours reflect Fairfax Water's investment in employees and measures how well we are building their skills, supporting safety and compliance, strengthening long term performance, and investing in the people needed to deliver reliable, high quality service.

Resilience

Resilience ensures Fairfax Water can anticipate, respond to, and recover from disruptions while continuing to deliver safe, reliable, and secure water service. By strengthening emergency readiness, security, and proactive risk management, we protect our employees, maintain customer trust, and stay prepared for evolving challenges.

GOAL

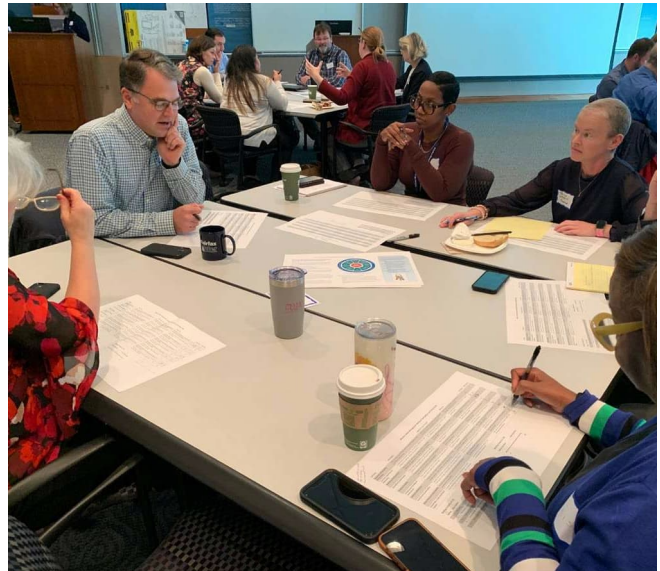
Ensure our assets and systems are consistently and securely managed to provide reliable service.

OBJECTIVES

1. Enhance security programs to address the evolving threat landscape
2. Strengthen organizational readiness to anticipate, respond to, and recover from incidents
3. Undertake projects and initiatives that improve operational reliability



Engineers reviewing plans



Effective Utility Management Workshop

KEY PERFORMANCE INDICATORS

The following KPIs will be tracked to measure our progress towards our Resilience goal.

Phish Prone Rate

What it Measures

This is a security metric that measures the percentage of users who fall for a simulated phishing attack, such as clicking a malicious link, opening an attachment, or submitting credentials during a phishing test. It is calculated by dividing the number of employees who interact unsafely with a phishing simulation by the total number of employees tested.

Why it Matters

We measure this because it quantifies employee susceptibility to phishing risks, measures the effectiveness of awareness training, informs risk based decisions, and helps protect Fairfax Water from costly and disruptive cyber threats.

IT & OT Uptime

What it Measures

IT (Information Technology) and OT (Operational Technology) uptime measures the percentage of time our business and enterprise systems (networks, servers, applications, databases, email, billing systems, customer information system, and corporate security tools) and our systems that monitor and control physical processes are operational and accessible. Downtime may include system outages, network failures, cyber incidents, failed updates, or unplanned maintenance that disrupts business operations.

Why it Matters

Measuring both is essential because together they provide a complete picture of organizational resilience, risk exposure, service reliability, and readiness to support both day to day operations and long term strategic objectives.

Emergency Response Preparedness (Plan) Index

What it Measures

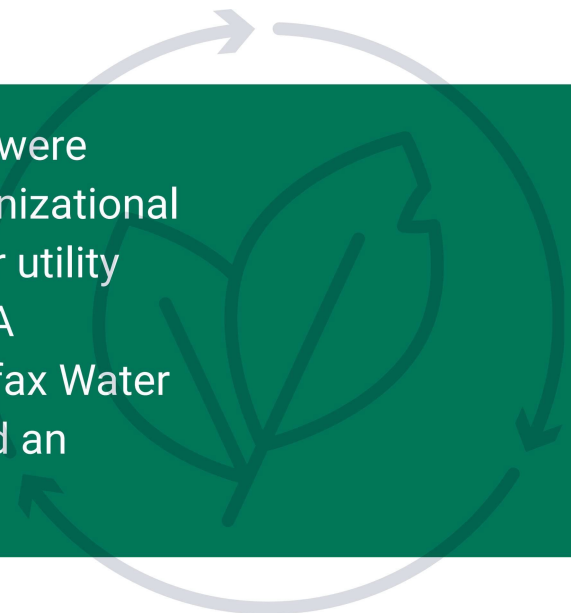
The Emergency Response Preparedness Index is a composite KPI that measures how ready we are to respond effectively to emergencies and disruptive events. It evaluates the currency of multiple preparedness elements—such as emergency plans, training, drills, equipment readiness, staffing, coordination with external agencies, and communication protocols—and combines them into a single, structured score or rating.

Why it Matters

The Emergency Response Preparedness Index measures how well Fairfax Water is positioned to respond to emergencies before they happen. It is critical because it shifts the focus from reaction to readiness—protecting people, maintaining essential services, reducing risk, and ensuring we can respond confidently and effectively when unexpected events occur.

Sustainability

Enhancing sustainability metrics and planning were prominent themes that emerged from the organizational review process. As a public, not-for-profit water utility implementing sustainable change takes time. A sustainability goal was selected to ensure Fairfax Water maintains its position as an industry leader and an economic driver of the communities we serve.

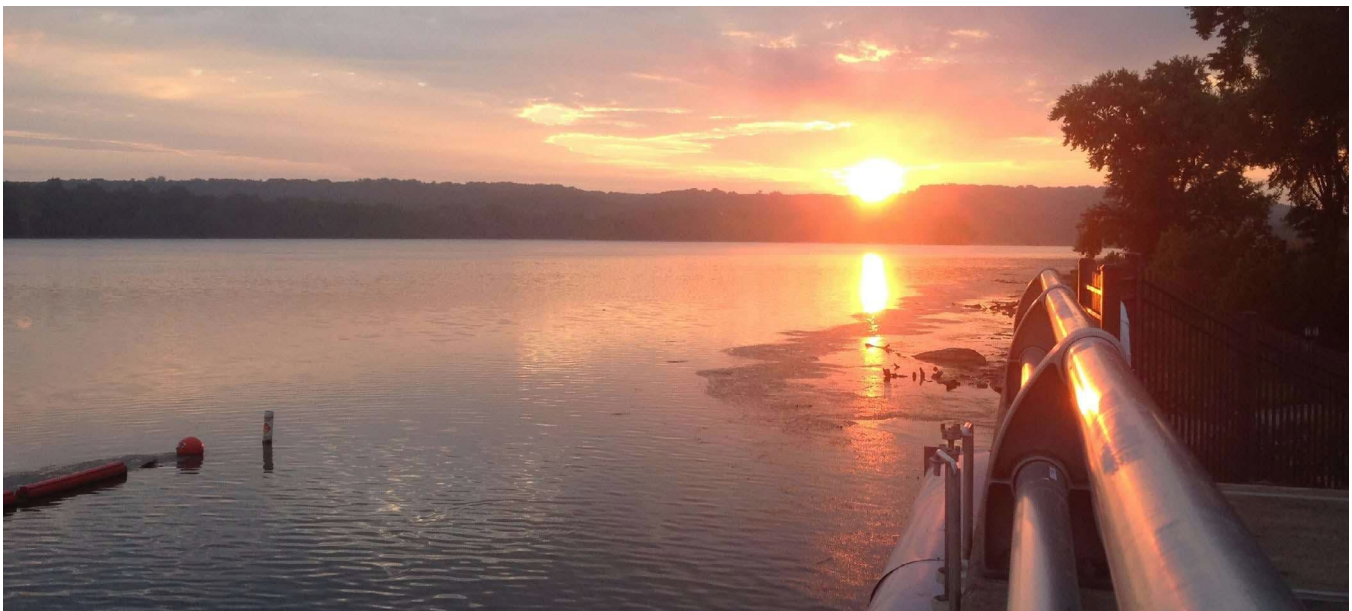


GOAL

Deliver lasting value through responsible stewardship of resources.

OBJECTIVES

1. Ensure financial strategies are aligned to address long-term capital and operational needs
2. Identify, protect, and preserve long-term viability of water resources
3. Utilize data-informed decision-making processes to prioritize infrastructure investments



Sunrise over the Potomac River

KEY PERFORMANCE INDICATORS

The following KPIs will be tracked to measure our progress towards our Sustainability goal.

Debt Service Coverage Ratio

What it Measures

This measure is the ratio of net operating income to total debt service. It is the amount of cash flow available to meet interest, principal, and sinking fund payments and can be reported directly from our audited financial statements.

Why it Matters

This measure represents Fairfax Water's ability to generate sufficient cash flow to meet debt obligations. It is important because it directly reflects financial stability, lender confidence, and long term sustainability.

System Renewal & Replacement Rate

What it Measures

Actual capital expenditures (or reserved funds) allocated for asset renewal and replacement in a given year as a percentage of the total present value of system assets.

Why it Matters

This is critical for system sustainability, as it shows whether Fairfax Water is reinvesting in infrastructure fast enough to keep pace with asset aging, deterioration, and risk.

Non-Revenue Water

What it Measures

Non-Revenue Water (NRW) refers to water that is produced and enters the distribution system, but does not generate revenue because it is never billed to customers. It is the difference between the volume of water produced and the volume that is ultimately billed. NRW falls into three categories:

1. Physical losses – water lost through leaks, main breaks, overflows, or storage tank failures
2. Commercial (apparent) losses – water that is consumed but not billed due to meter inaccuracies, data handling errors, or unauthorized use
3. Authorized unbilled consumption – legitimate uses such as firefighting, main flushing, or system testing

Why it Matters

Measuring NRW is essential because it connects infrastructure health, financial performance, water conservation, and service reliability. By tracking NRW, Fairfax Water can reduce waste, recover revenue, manage risk, and ensure the long term sustainability of the system while protecting customers and natural resources.

Water Distribution System Integrity

What it Measures

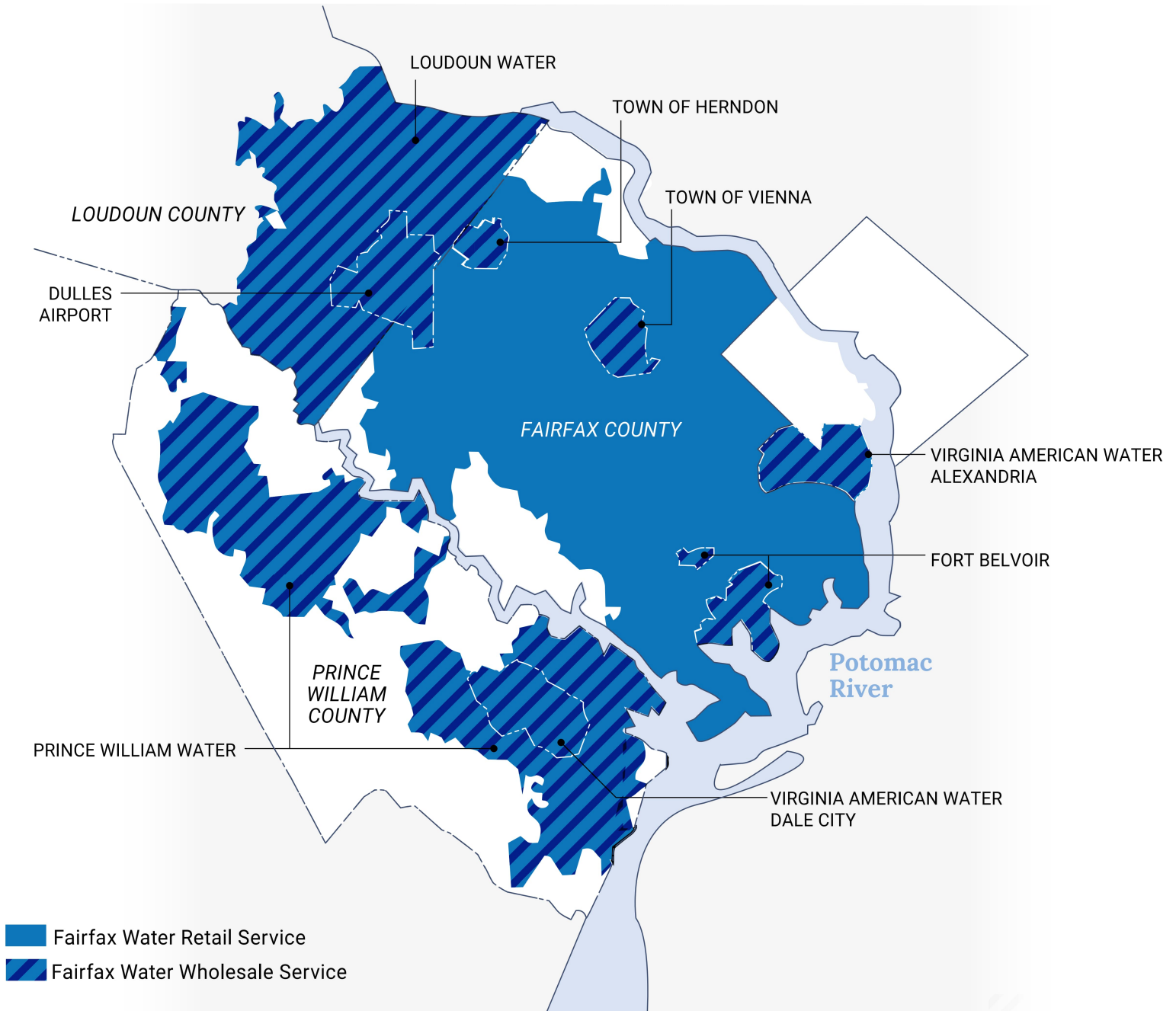
Expressed as the annual number of pipeline breaks per 100 miles of distribution piping. A break is physical damage to a pipe, valve, hydrant, or other appurtenance that results in an abrupt loss of water. Service line breaks are not included in this calculation.

Why it Matters

This measure quantifies the overall condition of a water distribution system, impacted by age, condition, and other factors. It reflects how well the distribution network protects water quality, maintains reliability, and safely delivers water from the treatment plants to customers. It can be used to trend overall distribution system performance against targets to gauge the effectiveness of rehabilitation, renewal, and replacement programs over time.

FAIRFAX WATER

SERVICE AREAS



Follow Us

