

Fairfax Water FALL 2023

STRAIGHT FROM THE TAP

Emergency Preparedness

In our area, severe weather and other emergencies can happen at any time. At Fairfax Water, we never stop preparing for these type of unexpected events, including monitoring the water system 24/7 and having staff at the ready to respond to an emergency.

Here are a few things you can do to prepare an emergency water supply for your home or business:

- Store at least one gallon of water per person per day for a minimum three-day supply. This means a family of four needs 12 gallons. Be sure to account for pets too.
- Store water in a cool, dark place in your home, office, or car. Replace water every six months and check expiration dates on store-bought water.
- If you prepare stored water yourself, use food-grade water storage containers, such as those found at surplus or camping-supply stores. Make sure to sanitize them first.
- Do not reuse containers that have ever held a toxic substance. Also, do not use containers that can break, like glass or those without a tight seal. Plastic milk bottles or waxy cartons can be difficult to clean and can break down over time.



LEARN MORE

Visit
bit.ly/46WczDj
or use the QR
code .



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Important Rate Information for 2024

At 6:30 p.m. on Thursday, Dec. 14, 2023, the Fairfax Water Board will hold a public hearing on proposed revisions to the schedule of rates, fees, and charges. Proposed revisions include a change in the commodity charge from \$3.65 to \$3.84 per 1,000 gallons, effective with meter readings taken on or after April 1, 2024. See page 2 for a list of some of the proposed changes.

The public hearing will be held at Fairfax Water's main office at 8570 Executive Park Avenue in Fairfax. Visit fairfaxwater.org/rates for a copy of the proposed revisions and directions to the main office. To speak at the hearing or to obtain a hard copy of the proposed Schedule of Rates, Fees, and Charges, call 703-698-5600, TTY 711.

Even with this increase, Fairfax Water's commodity rates will remain among the lowest in the Washington metropolitan region. The chart on page 2 compares regional utilities based on current commodity rates and service charges.

(Continued on page 2)

Important Rate Information for 2024 (continued)

The following tables show some of the proposed revisions to Fairfax Water's rates, fees, and charges. If approved, the revisions will be effective with meter readings taken on or after April 1, 2024. Visit fairfaxwater.org/rates for a complete list of the proposed revisions.

Charge	Description of Rate, Fee, or Charge	Current	Proposed
Commodity Charge	The charge per 1,000 gallons of water used in the previous three months.	\$3.65*	\$3.84*
Quarterly Billing Service Charge	Based on meter size, it offsets the cost of meter reading, repair and replacement, service repairs, billing, collecting, accounting, etc.	\$14.95**	\$15.60**
Peak Use Charge	The charge per 1,000 gallons of water applied to established accounts during billing periods from June through November for water consumption that is 1.3 times the winter quarter consumption or 6,000 gallons above the winter quarter consumption, whichever is greater.	\$4.00*	\$4.10*
Turn Off/Turn On Charge	Charge to restore water service that has been disconnected due to nonpayment or noncompliance; must be paid before water service can be restored.	\$53.00	\$57.00

New Connection Charges	Description of Rate, Fee, or Charge	Current	Proposed
Availability Charge	For service to be furnished through each new separate service connection.	\$4,640**	\$4,800**
Local Facilities Charge	For each new service connection to an existing water main.	\$22,090	\$22,910
Service Connection Charge	For each new service connection and meter installation prior to the approval of the application.	\$1,790**	\$1,830**

* Fees for the use of Fairfax Water fire hydrants would also change to include the proposed increase in the commodity charge and peak use charge.

** Charges reflect fees associated with standard 5/8 inch residential meter. Charges for larger residential and commercial meters are proposed to increase and are reflected in the proposed Schedule of Rates, Fees, and Charges, available on our website.

Comparison of Current Local Water Rates

This comparison is based on rates as of July 1, 2023, and on 18,000 gallons of residential water use by an established customer over a three-month winter period. The amount shown for each jurisdiction/utility includes the service charge and the commodity charge, which is the rate charged for a certain number of gallons.

Jurisdiction/Utility	Quarterly Water Charge
Town of Leesburg, VA (outside town limits)	\$221.11
City of Manassas Park, VA	\$216.09
Virginia-American Water Company (Prince William County, VA)	\$186.16
Virginia-American Water Company (City of Alexandria, VA)	\$169.89
Town of Leesburg, VA (inside town limits)	\$168.64
City of Rockville, MD	\$165.28
DC Water	\$160.81
City of Bowie, MD	\$151.30
Washington Suburban Sanitary Commission (Montgomery/Prince George's counties, MD)	\$145.76
Town of Vienna, VA	\$136.35
Arlington County, VA	\$112.13
City of Manassas, VA	\$91.80
Loudoun Water	\$90.28
Prince William County Service Authority	\$86.10
Fairfax Water	\$80.65
Town of Herndon, VA	\$75.03

Note: Fairfax Water does not provide your sewer service, but we do assist Fairfax County and the cities of Falls Church and Fairfax with sewer billing. This is a cost-saving measure and a convenience for our customers. Your sewer rates and associated billing methodology are established by your sewer service provider. Rates are a combination of a base charge and usage. They may also include taxes and/or other fees. Visit fairfaxwater.org/sewer-charges to learn more.

Source Water Protection: Be 'Winter Salt Smart' This Winter



What's the problem?

In the winter, salt keeps us safe while we are on the move, but it also leads to higher levels of salt in the region's drinking water supply, including the Potomac River and Occoquan Reservoir.

What is winter salt?

Winter salt is rock salt (sodium chloride) or ice melt (a blend of sodium chloride, magnesium chloride, and other salts). These materials are used in the winter to prevent the icing of sidewalks, parking lots, and roadways.

Why is increased salt in the drinking water supply a problem for water utilities?

Salt cannot be removed via traditional drinking water and wastewater treatment processes. It can also be corrosive to plumbing and may have health impacts for those on low-sodium diets.

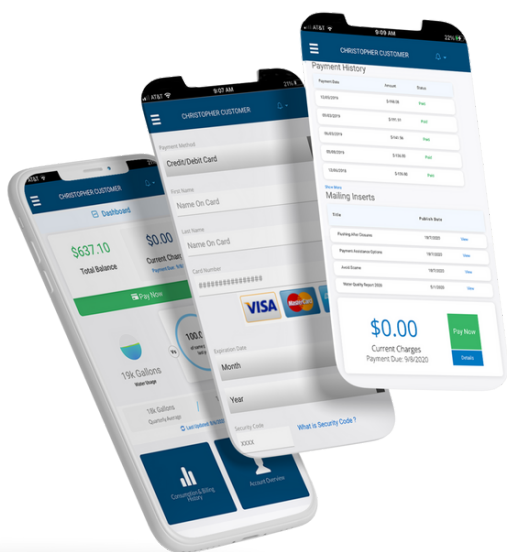
What can I do to help?

- Shovel early. Remove snow from pavements before it turns to ice.
- Use less salt. A 12-ounce coffee mug of salt should be enough for a 20-foot driveway or about 10 sidewalk squares.
- Spread salt evenly. Try to not distribute in clumps.
- Watch the temps. When it is colder than 15°F, do not apply winter salt; it will not work.

To learn more, visit: bit.ly/WinterSaltFW or use the QR code.



Fairfax Water Online Customer Portal: View Your Water Account 24/7/365!



Fairfax Water's self-service customer portal is a web-based platform that provides you with a convenient, single access point to account information that you can use on your desktop or mobile device via fwcustomer.org or our mobile app.

Once registered, you can conduct transactions (such as making payments, viewing bills, checking quarterly usage, and sending online messages) at your convenience.



Visit fwcustomer.org
or scan the QR code.





We Want To Know . . .

If you have comments or suggestions about the newsletter, please send an email to pr@fairfaxwater.org, call us at 703-289-6291, or write to us at this address:

Straight From the Tap Editor
Fairfax Water
8570 Executive Park Avenue
Fairfax, VA 22031

Important Numbers

Fairfax Water Services

Info on water service and billing:

703-698-5800

After hours/emergencies:

703-698-5613

To report a water main break:

703-698-5613 or email

watermainbreak@fairfaxwater.org

All other Fairfax Water departments:

703-698-5600

Sewer Services

Fairfax County

Department of Public Works Wastewater

Trouble Response Center:

703-323-1211

fairfaxcounty.gov/dpwes/wastewater

City of Falls Church

Department of Public Works:

703-248-5350

fallschurchva.gov

City of Fairfax

Department of Public Works:

703-385-7810

fairfaxva.gov

Dig With C.A.R.E.

Miss Utility at 800-552-7001 or 811

va811.com/how-to-when-to/

Use TTY 711 (Virginia Relay)

for all numbers unless stated otherwise.

Kid's Corner: I Spy...

There are so many water-related items we see every day! Can you spot the items below? The number indicates how many times each item appears.

I spy these water items:



Courtesy of America Water Works Association

Want to know when we're closed for holidays?

Check out our website!

fairfaxwater.org/holidaycalendar



Fairfax Water is a public, not-for-profit water authority serving nearly 2 million people in the Northern Virginia communities of Fairfax, Loudoun, and Prince William counties; Fort Belvoir, Herndon, Dulles, Vienna, Alexandria, Falls Church, and Fairfax City.



Know where your emergency shut-off valve is located. Even seconds of uncontrolled water use could be costly. For more tips on saving water, visit wateruseitwisely.com.