

Fairfax Water

FALL 2024

STRAIGHT FROM THE TAP

Keeping Customers Hydrated During a Hot and Dry Summer



The summer of 2024 was certainly a hot one! Globally, July 22, 2024, was the hottest day on record according to NASA. Locally, the combination of high temperatures and low rainfall meant that the region's water utilities had to meet increased water demand while treating water with abnormally high levels of algae due to these conditions. Our dedicated treatment plant staff was up to the task and reached one of the highest production levels in recent years.

(left) Fairfax Water personnel keep customers hydrated during the Mount Vernon District. Back to School event in Lorton, Virginia, Aug. 5.



130 Driest June on record for Virginia in 130 years

107 Heat Index reached 107 degrees F in July

221 Average Daily Water Production for July was 221 million gallons of water per day



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Proposed Changes to the Commodity Rate

Important Rate Information for 2025

At 6:30 p.m. on Thursday, Dec. 12, 2024, 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 \$3.84 to \$4.03 per 1,000 gallons, effective with meter readings taken on or after April 1, 2025. 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](https://www.fairfaxwater.org/rates) for a copy of the proposed changes 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 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 2025

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, 2025. Visit [fairfaxwater.org/rates](https://www.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.	\$3.84*	\$4.03*
Quarterly Billing Service Charge	Based on meter size, it offsets the cost of meter reading, repair and replacement, service repairs, billing, collecting, accounting, etc.	\$15.60**	\$16.55**
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.	\$4.10*	\$4.15*
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.	\$57.00	\$58.00

* 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 at www.fairfaxwater.org/rates.

New Connection Charges	Description of Rate, Fee, or Charge	Current	Proposed
Availability Charge	For service to be furnished through each new separate service connection.	\$4,800.00	\$4,930.00
Local Facilities Charge	For each new service connection to an existing water main.	\$22,910.00	\$24,290.00
Service Connection Charge	For each new service connection and meter installation prior to the approval of the application.	\$1,830.00	\$1,840.00

Comparison of Local Water Rates

This comparison is based on rates as of July 1, 2024, and on 15,000 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
City of Manassas Park, VA	\$210.39
Town of Leesburg, VA (outside town limits)	\$184.10
Virginia-American Water Company (Prince William County, VA)	\$153.74
City of Rockville, MD	\$146.50
Town of Leesburg, VA (inside town limits)	\$142.46
Virginia-American Water Company (City of Alexandria, VA)	\$141.45
DC Water	\$140.65
City of Bowie, MD	\$137.14
WSSC Water (Montgomery/Prince George's counties, MD)	\$133.02
Town of Vienna, VA	\$127.65
Arlington County, VA	\$94.42
City of Manassas, VA	\$85.32
Loudoun Water	\$84.25
Prince William Water	\$77.55
Town of Herndon, VA	\$77.54
Fairfax Water (proposed rate effective April 1, 2025)	\$77.00
Fairfax Water (current rate)	\$73.20

Please 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 and may include taxes and/or other fees.

Visit [fairfaxwater.org/sewer-charges](https://www.fairfaxwater.org/sewer-charges) to learn more.

Fairfax Water Maintains Triple A Bond Rating



In July, all three major bond rating agencies affirmed Fairfax Water's AAA Bond Rating. S&P and Moody's identified several factors contributing to the authority's creditworthiness, noting management's ability to maintain strong financial metrics while planning and managing for a significant water supply and treatment capacity. As of August 2020, Fairfax Water is one of four water-only utilities nationwide rated AAA.

"Obtaining AAA ratings from all three credit ratings agencies for over 20 years is an important distinction, representing the consistency of Fairfax Water's sound financial management", said Fairfax Water Board Chairman Philip W. Allin. "These ratings ensure that the latest bond sale is at the lowest financing rates, which translates to lower rate increases for customers."



We Need Your Help!

As part of reducing possible lead exposure, the EPA is requiring water utilities to generate an inventory of all service lines, including those owned by customers. If we don't know your service line material, you may receive a letter from us this quarter. You can help by reporting your service line material to Fairfax Water.

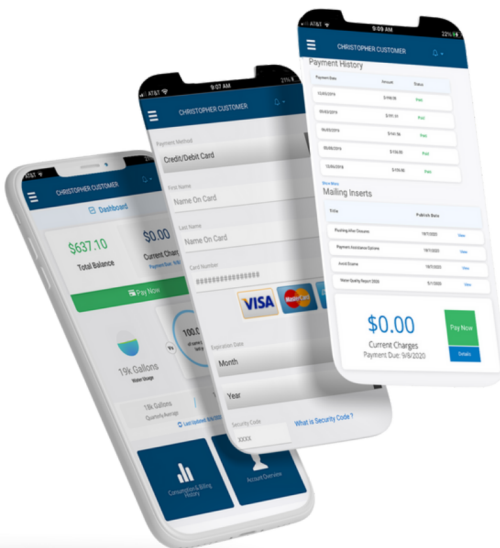
Grab your smartphone, head to the water shut-off valve in your home, scan this QR code or visit bit.ly/LineIDFW, and follow the steps to identify and report your water service line material.



Don't have a smartphone?
Visit fairfaxwater.org/leadfree or call us at 703-698-5800 (TTY 711).

THANK YOU!

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 to jump to the portal!





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.



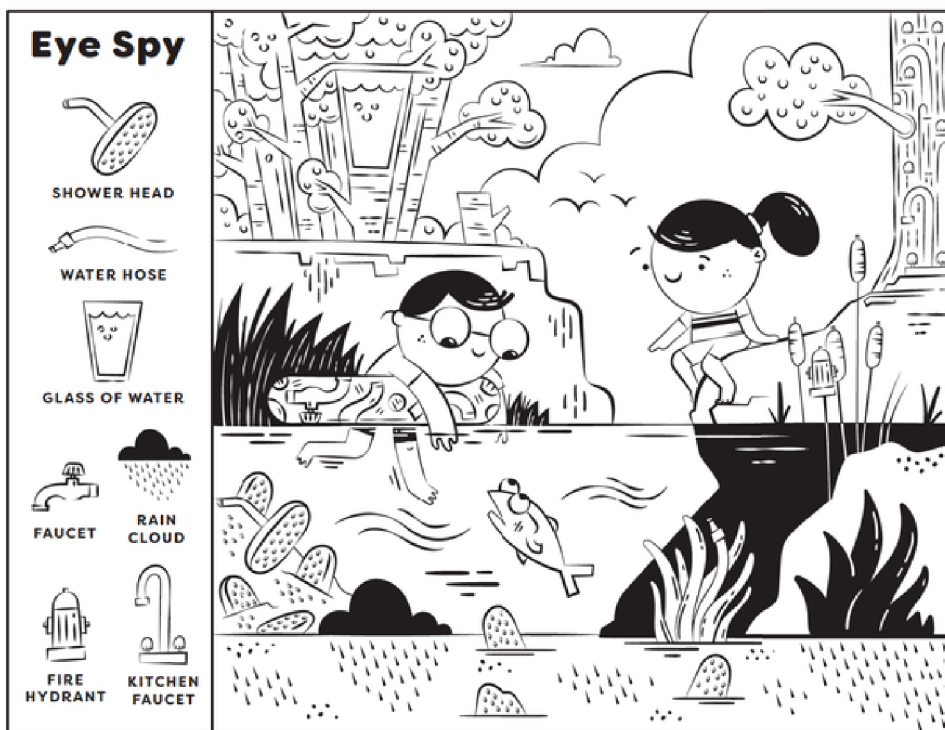
Kids' Corner

Eye Spy!



Find the hidden objects

Keeping the watershed safe and clean is very important! A watershed is an area of land that channels rainfall, snowmelt, and runoff into a common body of water. In our case, we live in the Potomac Watershed which includes our drinking water sources: the Occoquan Reservoir and the Potomac River. Check out the Eye Spy game featuring kids swimming in a creek, part of a larger watershed, and find the hidden objects.



Courtesy of the American 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.