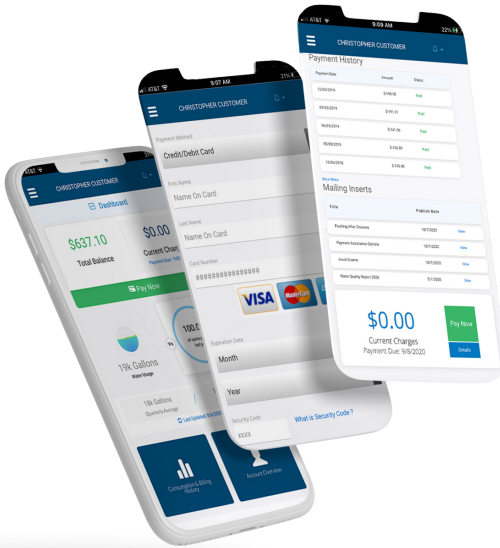


Fairfax Water SPRING 2022

STRAIGHT FROM THE TAP

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 customers with a convenient, single access point to account information to use at any time on your desktop or mobile device via fwcustomer.org or our mobile app.

Once registered, you can conduct transactions (such as making payments, viewing your bills, checking quarterly usage, and sending online messages) at your convenience. We recognize our customers have busy lives and registering with the customer portal will provide a one-stop service experience at your fingertips.



Visit fwcustomer.org or scan the QR code to jump to the portal!



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Water Supply Stakeholder Outreach Grants Available

Through our Water Supply Stakeholder Outreach Grant Program, Fairfax Water offers grants to support community efforts to protect our source water and educate the public on water supply issues.

Homeowners associations, civic groups, and other not-for-profit organizations may apply for Fairfax Water's assistance through direct funding or the provision of technical services.

Grant requests must address water supply or watershed issues within Fairfax Water's service and watershed areas in Fairfax, Loudoun, Prince William, or Fauquier counties; the cities of Falls Church, Fairfax, or Alexandria; and the towns of Herndon and Vienna.

Eligible Projects Include*

- Education Efforts
- Source Water Protection
- Water Quality Monitoring
- Occoquan Reservoir Shoreline Stabilization

The program guidelines and application forms are available online at fairfaxwater.org/grants. For further information or to receive an application by mail or email, contact our watershed protection specialist at 703-289-6303 or outreach@fairfaxwater.org. **Applications must be postmarked by May 16, 2022.**

*Note: Only the types of projects listed above are eligible. This grant program does not assist homeowners with payment of water bills.



Water Main Flushing Begins

Each spring we clean our water mains during our annual flushing program. At that time, we open all fire hydrants to let them flow freely to clean the water mains.

Our spring flushing program has many benefits. It helps ensure high-quality water at all points throughout our system. We add free chlorine during this time instead of chloramines.

You can read more about chlorine at fairfaxwater.org/current/free_chlorine.htm.

The flushing program also lets us know that our hydrants are working properly and helps identify hydrants in need of maintenance or painting.

This flushing will not affect your service, but you might notice some slight changes in your water. It might taste or smell more like chlorine; don't worry, the water is safe to drink. To reduce the smell or taste of chlorine, keep a pitcher or other open container of water in your refrigerator. This will allow the chlorine to dissipate over time.

If you have an aquarium or pond, always test the water you add to it to make sure it does not contain chlorine. Also test aquarium or pond water before adding fish, plants, or other animals.

If you have questions about this program or the work being conducted in your area, call customer service at 703-698-5800, TTY 711, during business hours. After business hours, please call the after-hours line at 703-698-5613, TTY 711.



In Grateful Memory of Linda A. Singer

Linda A. Singer passed away peacefully Sunday, December 12, 2021, at home in Reston, Va., surrounded by family. Mrs. Singer served as the Hunter Mill District representative on Fairfax Water's Board from 2004-2019. During that time, she served as Vice-Chairman for 4 years, and Treasurer for 6 years.

Mrs. Singer was dedicated to public service and her impact was felt throughout Fairfax County and the commonwealth in her decades of service on various boards and other volunteer work. She was the recipient of the Lady Fairfax (Hunter Mill District) and the Martha Pennino awards for community service, among many others.

Utility Scammers Target Customers



Your phone rings and the caller ID indicates it's Fairfax Water. When you answer, the caller says your account is behind and demands immediate payment through a credit card or pre-paid debit card or your water will be shut off. STOP, this is likely a scam! Before you take action, remember these tips from the Fairfax County Police Department:

- Slow down! Ask yourself, does this seem legitimate?
- Scammers often make their caller ID appear real to try to trick you.
- Legitimate companies will not request payment in prepaid cards.
- Verify your account information online and call your service provider directly to confirm whether or not a payment is due.
- Do not call any other number or visit any other website given to you during the scam call.
- If you are being pressured aggressively to pay a bill, hang up!

If you believe you or a loved one has been scammed, file a report with the Fairfax County Police Financial Crimes Online Reporting (FiCOR) system at <https://bit.ly/2U8hVXE>.

2022 Annual Water Quality Report



Our annual water quality report will be published this June.

This report contains important information about your water quality and Fairfax Water's services. Under federal law, we are required to provide this information to our customers every year before July 1. We are proud to do so. We also offer to mail the report to customers who request a printed copy.

To request a copy, fill out the online form located at fairfaxwater.org/reportrequest or call 703-289-6285 (TTY 711) and provide your name, mailing address, and phone number. A report will be mailed to you.

If you prefer to read the report online, it will be available on our website beginning in mid-June at fairfaxwater.org/waterqualityreport.

CAREERS

Find your future at
Fairfax Water

By choosing to work for Fairfax Water, you will embark on a rewarding, innovative and challenging career. Join us today in making a lasting impact on public health, the environment and a thriving economy. Fairfax Water offers competitive pay and benefits and a chance to join a diverse team that works together to protect our world's most valuable resource.

www.fairfaxwater.org





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 e-mail

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

Candy Color Chemistry

Supplies:

- A white plate
- Skittles
- Water

Directions:

- Use the Skittles to make a design on the white plate.
- Very carefully pour the water onto the plate.
- Watch to see what happens. It may take about 10 minutes to see the colors appear.
- Admire your water art and try creating a new design!



How does it work?

This activity shows how different types of water split into layers. Each different color on the candy is made up of different ingredients. As each color dissolves, solutions are made around each candy. Each solution is different. There is an unseen border between each solution. This can be seen in nature in places where saltwater meets freshwater. These two types of water have different amounts of salt. Wind and waves help mix solutions like freshwater and saltwater. You can act as the wind and waves to blend the candy-colored water.

Credit: steampoweredfamily.com/activities/skittles-experiment/

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 County, Loudoun, Prince William, 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.