

Fairfax Water Welcomes New Board Member for Hunter Mill District



Nancy Colleton
Hunter Mill Representative

FAIRFAX, Virginia -- Fairfax Water is pleased to announce the appointment of Nancy Colleton as the Hunter Mill District representative for Fairfax Water's Board. Ms. Colleton was selected for the position by Supervisor Walter L. Alcorn and filled the seat vacated by former board member Linda A. Singer in January 2019.

Ms. Colleton is a highly accomplished leader with more than 25 years of experience working with public and private organizations to promote environmental-related activities in the areas of Earth observations, science, conservation, and education. She is the founder and president of the Institute for Global Environmental Strategies. Her background and leadership are welcomed by the board and staff of Fairfax Water.

"We are excited to welcome Ms. Colleton to the Board," said Phil Allin, Board Chairman. "Her knowledge and experience correspond well with Fairfax Water's mission of providing our customers with high-quality water at a reasonable price. She will be a great asset to Fairfax Water and our customers."

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Information About Fairfax Water's COVID-19 Response



Like many businesses and agencies, Fairfax Water has adapted to a new normal due to COVID-19.

For Fairfax Water, supplying our customers with a safe and reliable source of drinking water is our top priority at all times. Because of this, we are always on alert and ready to adapt to any emergency, and that includes pandemics. We are used to operating in a heightened state of alert because we know an emergency can happen at any time.

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Information About Fairfax Water's COVID-19 Response (cont.)

During any crisis, it is our job to keep the water flowing while protecting the safety of our customers and employees. During the pandemic, we will continue to monitor the status of COVID-19 in our region. We have been in communication with state and local health officials to coordinate responses. Our focus is to ensure continuity of water service no matter how this situation evolves in the months ahead, and we are up to the task.

In terms of drinking water quality, our treatment process contains multiple barriers and successfully treats for viruses. Transmission of the virus is not a risk in treated drinking water. Disinfectants used to treat drinking water, like chlorine, are effective in inactivating viruses. Situations like the one we are experiencing today show the vast importance that chlorination and our other disinfection processes have on protecting public health.

We're committed to serving our customers. Please feel free to contact our customer service team with any service questions.



Fairfax Water updates related to COVID-19 will be posted on our website: fairfaxwater.org.

The Fairfax County government has additional COVID-19 information on its website: fairfaxcounty.gov/covid19/.

If you have a question on this or other matters, please contact our customer service department:

- By phone: 703-698-5800 (TTY 711); The call center is open weekdays, 8:00am - 6:00pm.
- By email: customers@fairfaxwater.org.

The 2020 Water Quality Report is coming soon!

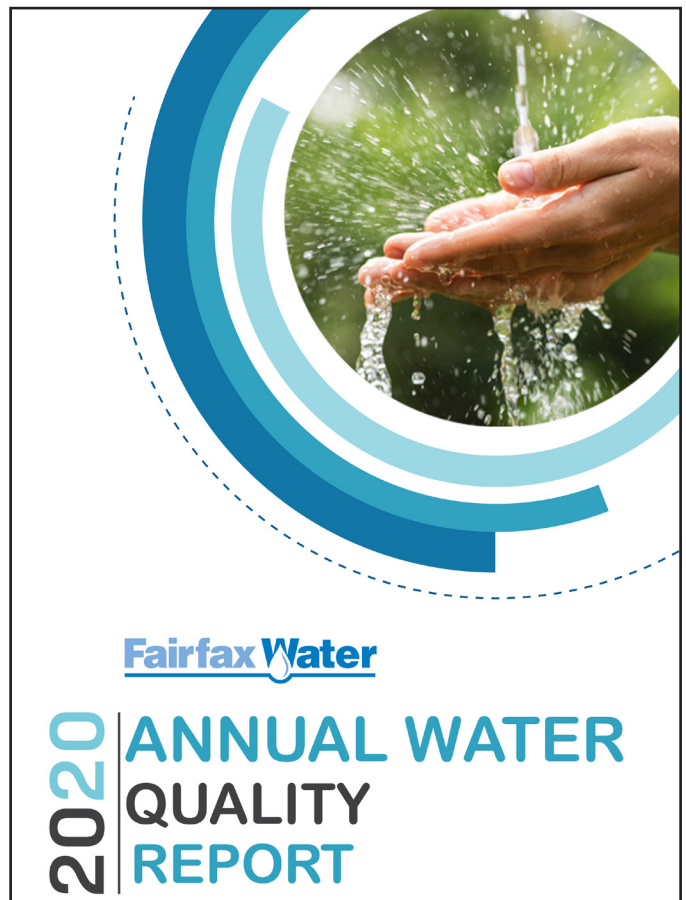
In June it will be time once again for our annual water quality report. This report provides important information about your water quality and Fairfax Water's services. Under federal law, we are required to provide this information to our customers every year before July 1, and we are proud to do so.

The report will be immediately available online, but in an effort to reduce costs, we will mail the report only to those customers who request a printed copy.

To request a copy, send an email to waterqualityreport@fairfaxwater.org 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 by July 1 at :

www.fairfaxwater.org/waterqualityreport.



Glad You Asked!

An Update on the University Tank Replacement Project



Prior to lift



After lift

The University Tank Replacement project, now under construction, will improve customer water pressure and fire protection to surrounding areas, including the City of Fairfax, Fairfax County, and the George Mason University Campus. The new tank is 40 feet taller and provides more usable storage volume. Demolition of the existing tank was completed in January 2019, with the underground foundation and concrete piles for the new tank installed in April 2019. In July, over 400 cubic yards of concrete were placed over the piles to serve as the foundation and support for the new water tank.

Construction of the tank pedestal was completed in December 2019. Assembly of the welded steel water storage bowl is complete, and the bowl was lifted into place on April 20, 2020. The replacement tank is expected to be completed and placed in service during the fourth quarter of 2020.

Updates on the progression of this project can be found at: [fairfaxwater.org/news/projects/university-tank-replacement](https://www.fairfaxwater.org/news/projects/university-tank-replacement).

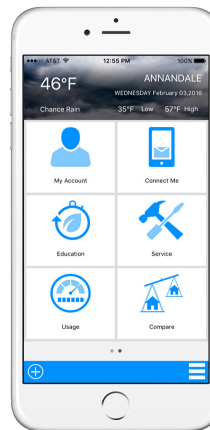
Q. What are "peak use rates?" When are these rates applied to my bill?

A. The peak use charge is used to recover the costs of constructing the facilities required to meet peak capacity demands. Only those customers whose water-use patterns place peak capacity demands on the water system are subject to the peak use charge.

Your winter quarter consumption - which is based on water use during the billing cycle ending in February, March or April of each year - serves as the basis for calculating the peak use charge. The charge does not appear on your bill until you have been a customer for a full winter quarter.

Peak use charges apply to water use exceeding 1.3 times your winter quarter consumption or 6,000 gallons above your winter quarter consumption, whichever is greater. Only two of the four quarterly bills you receive each year are subject to peak use charges - those based on meter readings taken June through November. Read more about these rates here at:

www.fairfaxwater.org/about-your-bill.



Check out our Customer Portal App!

AVAILABLE FOR IOS
AND ANDROID



If you have a question or concern, contact us at: pr@fairfaxwater.org or call 703-698-5600 (TTY 711).



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 this address:

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

Important Numbers

Fairfax Water Services

Questions about water service
703-698-5800

After hours/emergencies
703-698-5613

To report a water main break
703-698-5613 or e-mail
watermainbreak@fairfaxwater.org

Questions about billing
703-698-5800

All other Fairfax Water departments
703-698-5600

Sewer Services

Fairfax County

Department of Public Works
Wastewater Trouble Response
Center: 703-323-1211
www.fairfaxcounty.gov/dpwes/wastewater

City of Falls Church

Department of Public Works
703-248-5350
www.fallschurchva.gov

City of Fairfax

Department of Public Works
703-385-7810
www.fairfaxva.gov

Dig with C.A.R.E.

Miss Utility at 800-552-7001 or
811, <https://va811.com/how-to-when-to/>

Use TTY 711 (Virginia Relay)
for all numbers unless stated
otherwise.

Kids' Corner

LOCAL GIRL SCOUTS LEARN HOW TO BE SALT SMART



On March 3, more than 70 local Girl Scouts learned how too much salt can harm the environment while participating in the Wonders of Water event at the Noman J. Cole Jr. Pollution Control Plant in Lorton, Va.

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. The good news is that small changes can help protect the region's water supply.

Learn more and be winter salt smart!
Visit fairfaxwater.org/winter-salt to learn more.



MARK YOUR CALENDAR



June 30

Drinking Water and
Wastewater Professionals
Appreciation Day

July 1 - 7

Clean Beaches Week

July 3

Independence Day (observed)
Fairfax Water offices closed



Fairfax Water

Fairfax Water is a public, nonprofit 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.



Water-Saving Tip

Wash your pets outdoors in an area of your lawn that needs watering.

www.wateruseitwisely.com