

WINTER 2019

Fairfax Water

STRAIGHT FROM THE TAP

Fairfax Water Announces New Maintenance Facility Locations

Fairfax Water is pleased to announce that we have received Fairfax County land-use approval for two new maintenance facilities and will soon begin detailed design. These facilities will be designed to be architecturally attractive and to fit well within the surrounding communities.

The two new facilities will serve as a base of operations for the meter shop, water distribution system crews and other staff responsible for both routine and emergency maintenance activities for the public water distribution system. The current facilities are undersized for the needs of a growing region and an aging infrastructure.

The new facilities will be located on Lee Highway in Merrifield and on Willard Road in Chantilly. Fairfax Water has worked closely with Fairfax County staff and has obtained approval from the Board of Supervisors for both projects.



Top: View of Central Maintenance Facility from Lee Highway. **Left:** Aerial view.

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Central Maintenance Facility

The Central Maintenance Facility will be located at 8505 Lee Highway in Merrifield. It will serve the central part of the county, including Merrifield, McLean, Tysons, the City of Falls Church, and portions of the City of Fairfax.

The proposed plan includes a warehouse building, administrative and maintenance building, fueling station and vehicle wash. The redeveloped site will include a significantly enhanced landscaped buffer on the southern portion of the property.

The facility's architecture will have a distinctive urban character and street presence to provide attractive curb appeal from Lee Highway.

New Facilities (continued)



Aerial view of Willard Maintenance Facility.

Willard Maintenance Facility

The Willard Maintenance Facility will be located at 14925 Willard Road in Chantilly. It will serve the northern part of the county, including Herndon, Reston, Chantilly, and Centreville. The proposed plan includes a fueling station, vehicle wash, materials and vehicle storage, as well as a building that houses a warehouse, meter shop, administrative spaces, and distribution and fleet maintenance areas.

Helpful Tips to Prepare for Winter



There are several measures you can take to prevent winter water disasters.

- Please remember that whenever temperatures fall into the teens, we suggest that you leave a thin, steady stream of water running. This stream should measure out to be about a quarter gallon of water per minute.
- It is a good idea to locate and mark your main-line valve and check it for proper operation. This valve controls water flowing into your home and is usually found near the water line that comes into your house. Marking the valve will allow you to quickly turn off the water if a pipe should burst or you have other water problems.
- Make sure the water line to outside faucets is turned off and the line is drained. Drain each outdoor spigot after turning off the valve to prevent any remaining water from freezing and bursting the pipes. Some spigots have anti-siphon devices that must be opened to properly drain the line.

- Eliminate drafts. Check around the home for areas where water supply lines are located in unheated areas and take measures to prevent the flow of cold air in these areas. Look under the house; in the basement, crawl space, attic and garage; and under kitchen and bathroom cabinets. Both hot and cold water pipes in these areas should be insulated.

- Insulate pipes in unheated spaces. Hardware or home improvement stores carry insulation designed to keep pipes in these areas from freezing.

- Keep in mind that a hot water supply line can freeze just as a cold water supply line can if water is not running through the pipe.

- If you will be away from your home for an extended period of time, keep the thermostat at a reasonable temperature to make sure all areas with water pipes are kept above freezing.

How do I prevent my pipes from freezing if I lose heat in my home?

There is a possibility of your water line freezing if the temperature in your home drops.

If you are staying in your home or will be monitoring your home frequently, allow a faucet to slowly drip cold water. The dripping faucet should be the one that is the greatest distance from your main water cutoff valve. Also, consider allowing a slow drip in areas that are least protected from the cold, such as basements, crawl spaces, attics, and garages.

If your water pipes freeze, never try to thaw a pipe with an open flame or torch. Always be careful of the potential for electric shock in and around standing water.

What do I do if my water meter freezes?

If you suspect you have a frozen water meter, call us for help. Do not attempt to thaw the water meter yourself as this can result in extensive damage.

You can reach our Customer Service Department at 703-698-5800, TTY 711, during normal business hours. After normal business hours, the emergency number is 703-698-5613, TTY 711.

To learn more about your plumbing, visit our website at: fairfaxwater.org/your-plumbing.

Glad You Asked!

Q. How can I report a main break?

A. If you see or suspect a main break, please feel free to contact customer service at 703-698-5800, TTY 711. After normal business hours, the emergency number is 703-698-5613, TTY 711.

You can also report main breaks online through our Report a Main Break feature. This feature is found online at fwnotifications.org/public and is fast and easy to use. Please remember to share as many details as possible.

Congratulations, Mr. Murray!



Charles M. Murray (right), who retired from the position of general manager at Fairfax Water in June 2019, was awarded the Association of Metropolitan Water Agencies President's Award in October 2019 at the Executive Management Conference in Newport, Rhode Island. This award is presented to an individual who has made outstanding contributions to the improvement of water supply management. Congratulations to Mr. Murray!



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

Questions about water service
703-698-5800

After hours/emergencies
703-698-5613

To report a water main break
703-698-5613 or email
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 1-800-552-7001
or TTY811, <http://va811.com/homeowners/how-to-when-to>

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

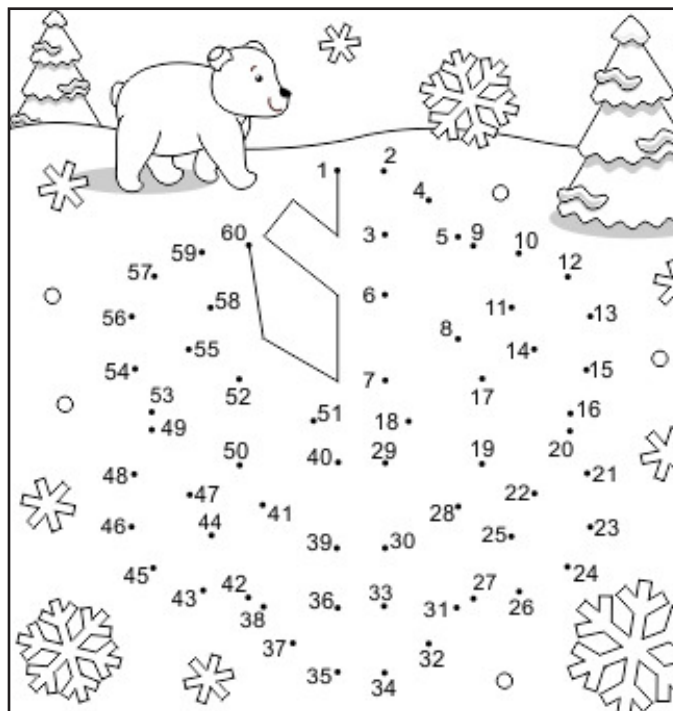
Kids' Corner



Celebrate Winter by Connecting the Dots!

Did you know even if it's REALLY cold outside, it may not actually be "freezing"? Freezing usually means the temperature at which water changes from a liquid to a solid (ice).

There are two units of measurement for temperature: Fahrenheit and Celsius. Fahrenheit is the unit most commonly used in the U.S. Pure water freezes at 32 degrees Fahrenheit or zero degrees Celsius.



Connect the dots to find winter's fun gift to the bear!



DON'T FORGET THE APP!

AVAILABLE FOR IOS
AND ANDROID



Want to know when we're closed for holidays?

Check out our website!

www.fairfaxwater.org/holidaycalendar

Fairfax Water

Fairfax Water is a public, non-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.



Water-Saving Tip

Upgrade to an inexpensive, water-efficient shower head and save up to 750 gallons of water a month. For more tips on saving water, visit wateruseitwisely.com.