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Customer Comments

I just want to pass along our community's appreciation for the quick action your company took to repair the broken water main on Ambassador Way. I particularly want to commend Warren, who was the first Fairfax Water rep to arrive on the scene. His calm demeanor settled down some edgy neighbors and he quickly organized the area for the long night of work to restore water to Ambassador Way. In addition, we were pleased when your crews were out in the morning and washed mud and debris off the street. Very nicely done.

I notice the street patch - where the crews dug to get to the broken main - is a rather rough and preliminary one. Hopefully it will be replaced or improved with a patch that blends in with the current pavement on Ambassador Way.*

A Fairfax Water Customer

**Fairfax Water uses contractors to repair roads damaged by water main breaks. Once the main is repaired, a patch request is sent to our contractor and the work is usually accomplished within a few weeks, barring any severe weather.*

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

Important Rate Information

On Dec. 9, 2010, following a public hearing, the Fairfax Water Board of Directors approved changes to our rates, fees, and charges. The changes will be effective with meter readings taken on or after April 1, 2011. Before adopting the changes, the Board evaluated the cost of providing water service to our customers, the anticipated cost increases in goods and services, the funding level needed to maintain our water system, and other financial information to identify where changes need to be made. The approved changes to the commodity and billing service charges will increase the average

household quarterly bill by \$3.69. Even with this increase, Fairfax Water's rates remain the lowest in the Washington metropolitan region, but we understand the impact even this small increase has on you and your family. We share many of the same challenges you and your family have - increasing costs for materials, fuel, and power, protecting our excellent credit rating, and planning for the future in uncertain times. If you would like to read more about Fairfax Water's rates, fees, and charges, visit our Web site at www.fairfaxwater.org/rates/index.htm or call 703-289-6019, TTY 711. 

A Few Reminders

Each spring, April through June, you may notice Fairfax Water employees flushing our water mains by opening fire hydrants and allowing them to flow freely for a short time. This flushing helps to maintain the quality of our water and the 22,802 fire hydrants in the Fairfax County service area. Flushing may result in some discoloration, the presence of sediment, and a more noticeable taste and odor of chlorine in your water. These conditions are not harmful and should be of short duration. Keeping an open container of drinking water in the refrigerator allows the chlorine to dissipate, which usually improves the taste of the water. We appreciate your patience during this program. *(continued on page 2)*



To Infinity and Beyond

If you are a parent, you probably worry a lot about what the future holds for your children. Well, Fairfax Water can take one worry off your plate. We have plans in place to provide safe drinking water through 2040, and we're working on plans that will extend beyond 2080.

Meeting this far-reaching goal requires more than a crystal ball and a good psychic. Fortunately, you can rely on the talented employees in our Planning and Engineering Division. These folks are the architects and designers of our water system - today and 50 years from now.

There are three departments within the

division - Planning, Engineering, and Construction. The short-term planners focus on current construction in Fairfax County and what changes must be made to bring water to new homes and businesses. The long-range planners are focused on that 2080 goal - expanding our system efficiently and protecting our raw-water sources: the

Potomac River and the Occoquan Reservoir. Helping both groups are the Geographic Information System (GIS) experts who work constantly to improve our mapping and identification systems.

The Engineering staff takes all of this detailed planning and turns it into actual

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Editor's Note

If you have comments or suggestions about this publication, please e-mail us at pr@fairfaxwater.org, call us at 703-698-5600, or write to the address below.

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 water 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

Fairfax County Services

24-hour trouble-response center for sewer back-ups or sluggish flow in a sink, toilet, or tub:
703-323-1211

Sanitary sewer billing information:
703-324-5015

Sanitary sewer back-ups and line maintenance: 703-250-2003

Dig with C.A.R.E.

Miss Utility at 1-800-552-7001 or 811

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

A Few Reminders (continued from page 1)

The Fairfax Water 2011 Water Quality Report is coming in June! The report will be included with the inserts in the Washington Post on Sunday, June 5, and will be mailed to all customers who do not subscribe to the Washington Post. All water utilities are required by federal law to provide this information to their customers each year, and this requirement gives us a chance to brag a little about our water quality. You may want to hang on to the report, too, since it includes phone numbers and other resources to help you make the most of Fairfax Water's services. So mark your calendars for June 5 and if you don't receive a copy of the report via the Post or in your mailbox, visit www.fairfaxwater.org to see the full report or call us at 703-698-5600, TTY 711.

If you are emptying your swimming pool this spring, please remember to be fish friendly! If you drain your pool directly into a stream or storm drain, it may kill the fish, harm aquatic plants and animals, or cause stream-bank erosion and flooding. For information about safely emptying your pool, visit the Fairfax County Web site at www.fairfaxcounty.gov/dpwes/stormwater/pooldischarge.htm or call the county's Stormwater Planning Division at 703-324-5500, TTY 711. Commercial swimming pool operators should contact the Health Department at 703-246-2300, TTY 711. 

To Infinity and Beyond (continued from page 1)

projects. They design what needs to be built and find just the right people to turn the design into a reality. An important element of this process is designing and surveying for new water mains to support our system

as it is enhanced or expanded. The Engineering group also designs projects such as treatment plants, pumping stations, and storage tanks.

Have you guessed what the third department does?

Well, it isn't much of a riddle, is it? The Construction folks are our eyes in the field and their focus is on getting the job done right. They manage the contractors who work on Fairfax Water's construction projects, making sure that the transition

from design to reality happens exactly the way it should. The inspectors make sure that the work is installed as required by the plans and specifications. The Construction Records staff continues this focus on excellence, making sure the payments are accurate and the field staff have the information they need to get the job done.

The Planning and Engineering team has its hands full right now, managing the construction of the Fox Mill water main, renovations to the Occoquan Dam, and

construction of the Penderwood water storage tank. Check out the construction photos at www.fairfaxwater.org to see how they go from design to reality - ensuring a safe drinking-water supply to infinity and beyond! 



Diving helmets replace hard hats on the Occoquan Dam project.



Water-Saving Tip

As you plan your landscaping this spring, consider shrubs and ground covers, instead of turf, for hard to water areas such as steep slopes and isolated strips. For more information and other water-saving tips, visit www.wateruseitwisely.com.

Fairfax Water is a public, non-profit water authority serving nearly 1.7 million people in the Northern Virginia communities of Fairfax, Loudoun, Prince William, Fort Belvoir, Herndon, Dulles and Alexandria.

Spring/Summer Holiday Schedule

Fairfax Water offices will be closed for the following holidays:

Memorial Day - Monday, May 30

Independence Day - Monday, July 4

Labor Day - Monday, Sept. 5

To report an emergency outside of Fairfax Water's normal business hours, please call 703-698-5613, TTY 711.