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*I normally do not send comments to businesses, but was too impressed with this one. I am moving from Vienna, VA to Purcellville VA, and have been opening and closing utility accounts for the past two weeks. Unfortunately, all of the services had to be changed except for the electric.*

*Your Web site and easy access to contacting your company is the best of all of the ones I have used. I usually never have my account number, so have to call versus using on-line forms. Ms. Owen, the customer service representative, was very professional, and a pleasure to deal with on my service.*

*Thank you for making my transition easier!*

*A Fairfax Water Customer*

## Fairfax Water Mourns the Passing of Board Member Connie M. Houston

It is with great sadness that we report the passing of Connie Houston, Vice-Chairman of Fairfax Water's Board of Directors. Mrs. Houston, who served as vice-chairman since 2005, joined the Board in 1989. She served as secretary from 1995 to 2003, treasurer and chair of the Finance Committee from 2003 to 2005, and chair of the Government Relations Committee



from 2005 to 2009. In addition to her service with Fairfax Water, she also served as president of the League of Women Voters of Virginia and the Fairfax Area and as a legislative assistant to members of the Virginia General Assembly. Mrs. Houston will be remembered for her leadership, dedication, and service to her community. Her bright, cheerful and determined attitude in all she undertook will be greatly missed. Our thoughts and prayers are extended to the Houston family.

## Your Fairfax Water

This is the third in an ongoing series about Fairfax Water - its structure, services, planning and resources.

### Meet the Board of Directors (cont.)

#### Burton J. Rubin Springfield District

Mr. Rubin became a Board member in 1984. He holds an undergraduate degree in biology and chemistry from Guilford College and a law degree from the University of North Carolina. He has been a member of the Virginia State Bar since 1971. In addition to his private law practice, he is co-founder and director of the Stageflight Survival School. His work has been recognized in several books and periodicals.

#### Harry F. Day Mason District

Mr. Day joined the Board in 1987, serving as chairman and vice-chairman, and as chairman of the Personnel Committee. He holds B.A. and LL.B degrees from the University of North Carolina. After active duty with the U.S. Navy's Judge Advocate General's Corps, he was employed by the Securities and Exchange Commission and the New York Stock Exchange. He is past president of the Pinecrest Citizens' Association. Mr. Day and his wife live in Annandale and have three children and five grandchildren.

#### Frank R. Begovich Lee District

Mr. Begovich has been a Board member since 2004. While serving as an Army officer, he received the Combat Infantry Badge, Bronze Star and nine other awards. After returning from Viet Nam, his career focused on the design of security systems. Mr. Begovich is currently president of Whitaker Security, Inc. He is a member of Rolling Thunder and actively involved in veterans' issues.

#### A. Dewey Bond Dranesville District

Dewey Bond has been a member of the Fairfax Water Board since 2004. He holds a PhD in Agricultural Economics from Michigan State University and served in the U.S. Navy. He retired from the American Meat Institute after a 40-year career. His community service includes serving as chair of the Northern Virginia Soil and Water Conservation District Board, as well as a variety of Fairfax County environmental organizations.

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## Editor's Note

If you have comments or suggestions about this publication, please e-mail us at [PR@fairfaxwater.org](mailto:PR@fairfaxwater.org), call us at 703-698-5600, TTY 711 or write to the address below.  
From the Tap Editor  
Fairfax Water  
8570 Executive Park Avenue  
Fairfax, VA 22031  
[www.fairfaxwater.org](http://www.fairfaxwater.org)

## 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 send an e-mail to [watermainbreak@fairfaxwater.org](mailto: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 811 or 1-800-552-7001

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

## Meet the Board of Directors

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### J. Alan Roberson Braddock District

Alan Roberson was appointed to the Board in 2009. He earned civil engineering degrees from Georgia Tech and Virginia Tech. His engineering career began in land development and shifted to regulatory affairs for the American Water Works Association (AWWA) in 1991. He is currently the director of Security and Regulatory Affairs for AWWA. Mr. Roberson and his wife live in Kings Park West and have three children.

For more information, go to [www.fairfaxwater.org](http://www.fairfaxwater.org). Meet the Fairfax Water Executive Staff in the winter issue of "From the Tap," appearing in bills from Dec. through Feb.

## Fairfax Water Board Elects 2009 Officers

The Board recently elected officers for 2009:  
Chairman - Philip W. Allin  
Vice-Chairman - Richard G. Terwilliger  
Treasurer - Linda A. Singer  
Secretary - Frank R. Begovich  
At press time, the Fairfax County Board of Supervisors had not yet appointed a new representative for the Providence District. We will provide information on the newly appointed Board member in the winter issue of From the Tap.

## Notice of Water Rate Public Hearing

Fairfax Water is proposing a revision of its Schedule of Rates, Fees and Charges to be effective with meter readings taken on or after April 1, 2010. A public hearing on the proposed revision is scheduled for 6:30 p.m. on Thursday, Dec. 10, 2009, at Fairfax Water's main office. A copy of the proposed changes and directions to the main office can be viewed at [www.fairfaxwater.org/rates/index.htm](http://www.fairfaxwater.org/rates/index.htm). To speak at the hearing or obtain a copy of the proposed Schedule of Rates, Fees and Charges, call 703-698-5600, TTY 711.

The proposed changes include:

Charge	Current	Proposed
Availability Charge	\$3,950	\$4,000†
Local Facilities Charge	\$7,600	\$8,100
Account Charge	\$29	\$31
Quarterly Billing Service Charge	\$7.05	\$7.30 †
Commodity Charge (per 1,000 gallons)	\$1.83	\$1.93
Turn Off/Turn On Charge	\$42	\$44
Sewer Use Meters Charge	\$37	\$39

(†Charges reflect fees associated with standard 5/8" residential meter. Changes in charges for larger residential and commercial meters are reflected in the proposed Schedule of Rates, Fees, and Charges.)

Fees for the use of Fairfax Water fire hydrants would also change to include the proposed increase in the Commodity Charge.



## Water-Saving Tip #9

Plant during the spring and fall when less watering is required. Plant drought-tolerant plants native to our area.

For more information and other water-saving tips, visit [www.wateruseitwisely.com](http://www.wateruseitwisely.com).

Winter is on the way and we want you to be prepared! Check out our winter preparedness tips at [www.fairfaxwater.org](http://www.fairfaxwater.org).

## Fall/Winter Holiday Schedule

Fairfax Water offices will be closed for the following holidays:  
Labor Day - Monday, Sept. 7  
Columbus Day - Monday, Oct. 12  
Veterans' Day - Wednesday, Nov. 11  
Thanksgiving - Thursday, Nov. 26 & Friday, Nov. 27  
Christmas - Noon, Thursday, Dec. 24 through Friday, Dec. 25  
New Year's Day - Friday, Jan. 1

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