

# Welcome New Customer

For more than 100 years, Waterworks has been delivering drinking water to communities on the Virginia Peninsula. We have a talented team of water utility professionals who take great pride in providing high-quality water and exceptional service, using the most advanced technology available, and we'll put our expertise to work for you every day. Be assured that Waterworks is able to meet your water needs dependably and efficiently, day and night. We're pleased to welcome you to the Waterworks community, and we look forward to providing you with reliable water service for years to come.

## Quality

You can trust that your water is safe because Waterworks operates a fully-staffed water quality laboratory. This lab, certified by the Virginia Department of Health, is located at our Harwood's Mill Water Treatment Plant in York County.

Your water will be sampled on a regular schedule and tested in accordance with state and federal regulations.

Each spring, we'll provide a Water Quality Report, online and in local libraries. The report provides information about your water system and our test results from the previous calendar year. It tells you where your water comes from and how it is treated.

If you should ever have a water quality concern, please call Customer Service at 757-926-1000.

## Reliability

Waterworks has a highly-trained staff available to serve you 24-hours a day.

If you have questions about your bill, or if you experience any problems with your tap water, including taste and odor concerns or low pressure/low flow problems, simply call us at 757-926-1000. Our experienced Customer Service Representatives will be ready to assist you, 8 am to 5 pm, Monday through Friday. Most problems can be solved very quickly. In fact, the majority of our repairs are completed in less than two hours.

If a problem occurs after regular business hours or on a weekend or holiday, you don't have to worry. We have an emergency dispatcher on duty. Just call us at 757-234-4800.

Please remember that this line is for after-hours emergencies only. Non-emergency situations called in after regular business hours will be handled on the next regular workday.

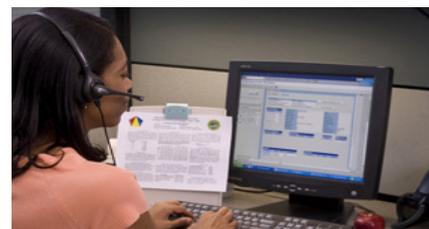
## Community

### Water Conservation

Waterworks encourages wise water use at all times of the day and at all times of the year. We are a charter member of askHRGreen.org — look for our traveling environmental education trailer at local and regional festivals. As a partner in the United States Environmental Protection Agency's WaterSense program ([usepa.gov/watersense](http://usepa.gov/watersense)) we encourage you to use water-saving WaterSense fixtures and EnergyStar appliances in your home.

### Emergency Preparedness

In case of emergency, we have generator back-up, providing water treatment and flow during area-wide power outages. However, Waterworks recommends that all customers store water for unexpected events, especially during hurricane and winter storm seasons.



### By phone:

Customer Service..... (757) 926-1000  
Customer Service TDD.. (757) 926-1100  
Emergency (after hrs) ... (757) 234-4800

### On the Internet

Contact us by e-mail:  
[wwcs@nnva.gov](mailto:wwcs@nnva.gov)  
Our Web Site:  
[nnva.gov/waterworks](http://nnva.gov/waterworks)  
On Facebook:  
[facebook.com/nnwaterworks](https://facebook.com/nnwaterworks)

### Walk-In Customer Service Centers:

700 Town Center Drive, Suite 100  
City Center at Oyster Point, Newport News  
2400 Washington Avenue  
Newport News City Hall Treasurers Office

Please note that many of our convenient services can be found online at [nnva.gov/waterworks](http://nnva.gov/waterworks).