

## • ANNOUNCEMENTS •

### Annual Water Quality Reports Now Available

Our annual water quality reports, summarizing the results of tests conducted during calendar year 2018, are now available online or in print.



To read the reports online, or to download them, go to [nnva.gov/waterqualityreport](http://nnva.gov/waterqualityreport). If you'd prefer to read a paper copy, simply call us at 757-926-1000 and ask for a report to be mailed to you. Be sure to specify if you want to read the report for our surface water system or the one for our Lightfoot system.

### New Pipes for an Old Fort

If you drove on or near Ft. Monroe this winter, you probably saw contractors working on a major Waterworks project: replacing approximately 1,200 linear feet of old 12-inch, 10-inch and 8-inch water main with new 12-inch pipe. The water main being replaced runs along East Mellen Street then crosses to Fort Monroe, suspended from the side of the John Mugler Bridge. It's the primary main serving the former U.S. Army fort.

The pipe, sections of which had been installed in 1901, 1906, and 1962, was showing its age. Its external protective coating was failing, and the exterior of the pipe was rusting. All the joints holding it to the bridge were badly rusted, with several bolts completely rusted away.



*Contractors replaced this section of the suspended pipeline in mid-February*

without water. Knowing this, Waterworks decided to replace the Mellen Street main before construction on the secondary pipeline project began.

Work on the Mellen Street pipeline project started in December 2018 and is scheduled to be completed no later than May 2019; however, the contractor anticipates having the project completed two months early. When completed, this \$650,000 project will provide a more reliable primary water source for Fort Monroe.



*The condition of the primary water pipeline to the fort made replacement necessary before work could begin on the secondary line.*

Currently, Waterworks is working with the Fort Monroe Authority to relocate their secondary water pipeline. A failure of the Mellen Street line once that project is under construction would have left the fort

### Glad You Asked!

Q. If I have a leak at my water meter or see a leak in the street, can I report it using the online portal?

A. Yes, and you don't even need to have an online account with us! You can report leaks by going to <https://myservices.nnww.nnva.gov> and clicking "Contact Us" in the upper right hand corner of the screen.

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**WATERWORKS MISSION:** To provide high quality drinking water and support public health, safety, and the community with a professional team of dedicated employees, committed to excellence.



## It's Not Always the Water

Ask folks what they pay for tap water and they'll usually quote the total from their water bill – and that's the right answer if they live in Poquoson, York County or James City County. But if they live in Hampton or Newport News, that's not the case. For them, the total amount owed (the bottom line on the water bill) includes fees for sewer maintenance and solid waste services (trash & recycling). This is because Waterworks serves as a billing agent for the Public Works departments of those cities.

Waterworks provides this service to cut down on administrative costs and postage by combining water and other City utility fees on one bill. Waterworks doesn't keep the money it collects for solid waste and sewer maintenance fees; those funds go to the appropriate Public Works department.

So to our customers in Newport News and Hampton: If your water bill goes up, it may not be because Waterworks' rates have increased.

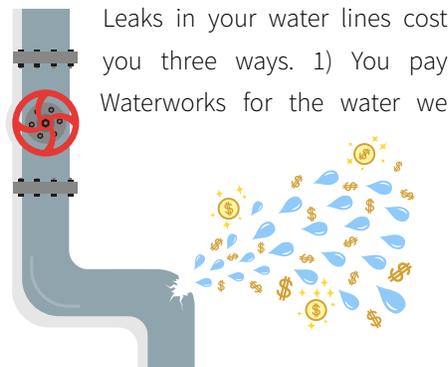
## Good to Know

Another cause of high water bills is leaks that go undetected. That's a good reason

to check all your faucets and toilets regularly. Another place to check for leaks is in your yard between the water meter and your house, as sometimes these underground lines spring a leak. These leaks are usually easy to spot because the soil around the leak stays wet all the time, even when we haven't had any rain.

Leaks that occur in our water mains and in the service lines up to the meter are Waterworks' responsibility. But any leaks that occur in your home's plumbing, including between the meter and your house, are your responsibility. If you rent, they're the landlord's responsibility.

If you have an outdoor leak, call Waterworks Customer Service at 757-926-1000. They'll send an inspector to check the lines. If a leak is on our side of the meter, we'll get it repaired. If it's on your side, we'll let you know, so you can repair it yourself or contact a plumber to handle it.



send to you through the meter; 2) You pay for sewer maintenance. In Hampton and Newport News, it's based on the amount of water that passes through the water meter – even if the leaking water drains into your yard and never goes down a sewer pipe! Residents of York County, James City County, and Poquoson pay flat fees for sewer maintenance; and 3) HRSD bills you for wastewater treat-

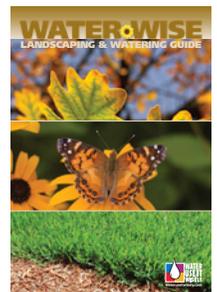
## STRAIGHT from the TAP | spring 2019

ment and charges you based on how much water you've used. So to save money, it's important to get leaks repaired as soon as possible.

## Waterwise Landscape Guide

Many of you may be feeling the urge to get in the garden and get your hands dirty. Before you do, check out our Water Wise Landscaping and Gardening Guide.

This colorful booklet shows you how to have a beautiful yard while saving both money and the environment. And unlike similar books, the Water Wise Landscaping and Gardening Guide was written for the Mid-Atlantic region, so it has extensive details on how to plan and maintain a beautiful water-wise landscape right here in Hampton Roads. It even includes a list of drought tolerant and native plants!



You can request a copy of the guide by calling Waterworks at 757-926-1000 or download a copy at [nnva.gov/179/Lawn-Landscaping](http://nnva.gov/179/Lawn-Landscaping). Then get out there and indulge yourself with a little dirt under your nails.

**NEWPORT NEWS**  
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Emergencies (nights, holidays and weekends) call the Waterworks dispatcher at 757-234-4800.