

• **ANNOUNCEMENTS** •

Annual Water Quality Reports Now Available

Our annual water quality reports, summarizing the results of tests conducted during calendar year

2020, are now available online or in print.

To read the reports online

or to download them, go to nnva.gov/waterqualityreport.

If you'd prefer 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 Lower Peninsula system or the one for our Lightfoot system.



Yann Le Gouellec Promoted to Director

Yann Le Gouellec has been selected as the new Director of Newport News Waterworks. He had served as the Assistant Director of Waterworks since 2018. Prior to coming to Newport News, Dr. Le Gouellec held senior management positions at Greater Cincinnati Waterworks. His background includes a PhD in civil engineering, professional engineer registrations in multiple states, and a water treatment operator license (Ohio).

Dr. Le Gouellec has more than 25 years of experience in the water industry as a researcher, consulting engineer, and utility employee. He has a true passion for drinking water and is committed to elevating Waterworks' mission to provide high quality water every day to support the health, safety, economic activity, and recreational pursuits of over 400,000 customers across the Virginia Peninsula.

Smart Metering Project Begins

On March 1, Newport News Waterworks began the much-anticipated smart meter installation project. This project will last approximately two and a half years, as crews upgrade over 130,000 existing meters in Newport News, Hampton, Poquoson, York County and part of James City County.

Once installed, your new meter will communicate electronically with our systems. Smart meters reduce the number of trucks on the roadway and the department's carbon footprint, while eliminating monthly visits from meter readers.

We have partnered with Ferguson Enterprises and their subcontractor, Utility Partners of America (UPA), for the installation. UPA will send postcard notifications to homes 30 days before work is scheduled. On the day of installation, UPA will shut-off the water supply for approximately 20 minutes. When the work is done, UPA will leave a door hanger at the home. All work will be completed outside and you do not need to be home while your meter is being replaced. Since water will be temporarily shut off, please flush an outside or indoor faucet to remove any residual air or discolored water.

We plan to launch a new customer service portal this fall. Enhanced options

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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.



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include access to more timely and detailed usage data and quick and easy service connection or disconnection. Waterworks will also be able to identify unusually high usage incidents and, in many instances, contact customers before they receive high bills.

For more information on the smart meter installation project, visit www.nnva.gov/2212 or call the UPA project hotline at 757-304-3291.

Aquatic Harvesting Begins

As the weather warms up this spring, Waterworks will again be harvesting aquatic vegetation in the Lee Hall Reservoir. This process was introduced last summer after Waterworks purchased an aquatic harvester and shore transfer equipment. Between late June and the end of August, Waterworks staff harvested 198 cubic yards of aquatic vegetation.

This annual project reduces the density of aquatic plant growth in the main recreational pools of the reservoir

while improving water quality and recreational uses.

The species being targeted for harvesting are curly leaf pondweed, warm season rooted aquatic plants, and associated filamentous algae. Since the harvested vegetation is rich in nutrients, it is dewatered and turned into compost.

Going forward, Waterworks plans to conduct aquatic vegetation harvesting each year from approximately April through July.



Harvester at Lee Hall Reservoir

Water Wise Landscape Guide

Spring is on the way, and 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.

The Water Wise Landscaping and Gardening Guide was written for the Mid-Atlantic region, so it features 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. Then get out there and get a little dirt under your nails.

CARES ACT FUNDS AVAILABLE



Let's get back on track together! We know these are challenging times. Please call 855-943-5445, Monday-Friday between 8 am and 7 pm or Saturdays from 9 am to 5 pm to apply for assistance with your water bill for usage billed from March 1, 2020 forward.

We have contracted with a third party call center service (Answer United) to expedite our ability to handle your request until May 1. Requests are handled on a first-come, first-served basis, and funds will be available until expended. After May 1, call 757-926-1000, Monday-Friday, from 8 am to 5 pm. Please act now to receive assistance for your past due balance and be sure to have your Waterworks account number available when you call.

NOTE: The number listed above is for CARES Act assistance only. For any other water service needs, please continue to call 757-926-1000.

Waterworks
NEWPORT NEWS
DEPARTMENT

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Office Hours: 8 am - 5 pm | M-F
Emergencies (nights, holidays and weekends) call the Waterworks dispatcher at 757-234-4800.