

• ANNOUNCEMENTS •

No Rate Increase This Year

Waterworks is pleased to announce that there will be no increase in the consumption-based water rates nor to the service fee this year. Current rates and fees will remain stable through June 2019. Our current rates can be found online at nnva.gov/325/Rates-Fees.

Outdoor Water Use Tips

- Use a hose nozzle to turn water on and off when you water plants or wash your car.
- Water in the morning, when winds are calm and temperatures are cooler to minimize evaporation by as much as 30%.
- Make sure you're not sending water down the drain. Set your sprinklers to water plants, not the driveway, sidewalk, patio, or buildings.

Like us on Facebook to receive helpful tips, special announcements, and updates.

Plus, we get to hear from you!
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Monthly Billing Starts This Month

Beginning this month, all Waterworks customers will begin receiving their utility bills every month. For many customers, this will mean smaller, more manageable bills that are better aligned with other expenses, making it easier to manage their household budgets. The first bill you receive after July 1 will be a "transition bill," and depending on when your account was last billed, it will include approximately 30 to 59 days of service. After that, you'll be billed every month for approximately 30 days of service. For customers who previously received bi-monthly bills, service fees and fire protection service fees (and sewer service fees in Newport News and Hampton) will be reduced by half to align with the monthly billing cycle. For example, if you're currently paying a \$26 bi-monthly service fee, your monthly service fee will be only \$13. To learn more about monthly billing, go to nnva.gov/Monthly-Billing.



Final Farewell: Phoebus and Fox Hill Water Tanks

Waterworks and the entire Hampton Roads community said goodbye to two iconic Hampton landmarks this year. Starting in January and working through April, contractors dismantled and removed the water tanks, one located in Fox Hill, the other in Phoebus. Since the 1930s, the tanks had served as landmarks for travelers and boaters alike,



Travelers crossing the Hampton Roads Bridge Tunnel will no longer be welcomed to the Peninsula by the Phoebus water tank, which was taken down in March and April.

but they had reached the end of their useful lives.

Improvements we've made to our distribution system and operations over the years have made the tanks unnecessary. Those improvements include:

- Increased finished water storage at the treatment plants
- Reductions in system water pressure
- Installation of larger diameter pipes in strategic locations, allowing us to move water to meet demand more efficiently.

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.

Waterworks Receives Award for Excellence in Operations

Waterworks recently received two bronze awards from the Virginia Dept. of Health (VDH) for excellence in operations/performance for calendar year 2017. Both our Harwood's Mill and Lee Hall treatment plants received the awards through VDH's Virginia Optimization Program (VOP). VOP was created to encourage utilities to operate water systems as effectively as possible and to provide water that exceeds minimum regulatory standards in order to reduce risks to public health.

Waterworks has embraced the VOP performance goals for clarification and filtration processes at its two surface water treatment plants. These processes are monitored and evaluated monthly according to VOP guidelines.



Waterworks Director Louis Martinez, receives the award from VDH Field Director James W. Moore, III.

Preparing for Hurricane Season

Hurricane season is Jun. 1–Nov. 30, and Waterworks wants you to know we have a response plan in place to minimize the impacts if a hurricane should hit our area. Our goal is to continue supplying you with drinking water while also protecting our employees and property from harm.



Predicting the effects of a hurricane is difficult, so the best thing we can do is prepare well in advance. Waterworks makes response decisions based upon several factors, including the speed, strength, and forecasted track of a coming storm. Preparation activities are completed in stages, as the conditions for each stage are met. These activities include, such things as

- Assigning emergency crews to respond to damage to our facilities and/or distribution system.
- Training staff to recognize and deal with distribution system contamination in case of damage.
- Staging heavy equipment and other materials at predetermined locations.
- Making sure you're informed of our status through local news broadcasts, website updates, and Facebook posts.

Waterworks doesn't wait to prepare until a storm is on the way, and neither should you. Go to readyvirginia.gov to learn how to make a family plan and what to put into an emergency supply kit.

Groundwater Observation Station Completed

Six deep wells provide up to seven million gallons per day of brackish groundwater to Waterworks' desalting facility located in Lee Hall. This supply, the reverse osmosis desalination plant, and a total of ten groundwater monitoring wells are critical components of Waterworks' drought preparation and response plans.

As part of a recent permit renewal, the Virginia Department of Environmental Quality (DEQ) required Waterworks to design and install an additional deep observation station to monitor changes in groundwater levels and salinity.



Data are recorded using three probes mounted inside the 600-foot well and then transmitted via satellite uplink to a real-time monitoring network operated by the US Geological Survey. The entire system is powered via solar power and standby batteries.

DEQ is now responsible for operating the station and incorporating the data into their regional groundwater monitoring programs.

NEWPORT NEWS
Waterworks
DEPARTMENT

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