In December 2019, City Council appropriated $5 million for Waterworks to start the initial phase of the smart metering project to replace our existing meters and install advanced meters. The initial deployment area (IDA) begins in July for approximately 1,300 customers, and will include several months of testing. Waterworks selected the routes for the IDA based on distance from Waterworks main office, high volume of move-in/move-outs, and meters frequently underwater. Rollouts to the rest of the Waterworks service area will be based on lessons learned from the IDA and taking into consideration any financial impacts on Waterworks’ revenues due to the COVID-19 crisis.

Smart meters will increase Waterworks’ operational efficiency with remote meter reading and connect/disconnect options, which will save labor, fuel and vehicle costs. Moreover, smart meters will enhance customer service through access to more timely and detailed consumption data with quicker response times for move-in and move-outs, and the ability to identify high usage sooner. Faster leak detection means potential water and energy savings for you! Lastly, smart metering will reduce our carbon footprint due to fewer trucks sent out to read meters and turn service on or off.

Waterworks is modernizing with new smart meters on the Peninsula.

Waterworks Is Here To Help
We understand the concerns you may have from the Coronavirus (COVID-19) pandemic, including how to keep up with bills. We can help and support customers who are experiencing financial difficulties due to COVID-19. You may email wwcs@nnva.gov, connect with us through your customer portal account, or call (757) 926-1000 to speak with a Customer Service Assistant and obtain more details about Installment Plans.

No Rate Increase This Year
Waterworks customers will be pleased to learn that, for the second year in a row, there will be no increase in water rates or service fees. Rates and fees will remain at current levels through June 2021. You can find our current rates online at nnva.gov/325/Rates-Fees.

GO GREEN EXPO GOES VIRTUAL
Due to the Covid-19 pandemic and our concern for your safety and well-being, this year’s Go Green Expo, scheduled for September 12, has been canceled. However, we’re establishing other ways to offer some of the events we had planned. For only $60, you can pick up your own rain barrel, and DIY while you follow along with online video instructions. Advance purchase of the rain barrel is required. Barrels will be available for pickup at the Brittingham-Midtown Community Center on Sept 12 from 1-2pm. Call 757-591-4838 for details and to make arrangements to pay for and pick up your barrel along with all the parts needed to follow along. For more information, go to nngogreenexpo.org.

Like us on Facebook to receive helpful tips, special announcements, and updates. Plus, we get to hear from you! facebook.com/nwaterworks

Waterworks
757-926-1000
Office Hours: 8 am - 5 pm | M-F

Modern Technology Coming Your Way
Use Water Wisely
Your garden house can distribute 600 gallons or more in only a few hours, so don’t leave the sprinklers running all day. Use a kitchen timer to remind yourself to turn your sprinkler off. Learn more about how to use water wisely at wateruseitwisely.com.

Quick And Safe Ways To Pay

Payment options that fit your busy life:
- Automatic Payments – Set up one time or recurring payments through our customer portal (https://myservices.nnww.nnva.gov).
- Credit or Debit Card – Through our customer portal or over the phone (option 2)
- 24 Hour Drop Box – 2 convenient locations: 700 Town Center Drive or 2400 Washington Avenue - City Hall Treasurer’s Office
- Online – From your bank account
- By Mail – Newport News Waterworks, P.O. Box 979, Newport News, VA 23607-0979
- Mobile App – Search MY NNWW Water App in the App Store or Google Play

For more details call 757-926-1000 or email wwcs@nnva.gov.

Glad You Asked!

Q. Is it safe to drink from a garden hose?

A. Substances used in vinyl garden hoses to keep them flexible can get into the water as it passes through the hose. These substances are not good for you or your pets. There are hoses made with “food grade” plastic that will not contaminate the water.

Water makes for outdoor summer fun, but only drink from a food grade hose.

It’s Hurricane Season: Time To Prepare

Hurricane season is June 1–Nov. 30. Waterworks has a response plan in place to minimize impacts if a hurricane should affect our area. Our goal is to continue supplying you with safe tap water while also protecting our employees and property from harm.

Waterworks makes its response decisions based upon several factors, including the speed, strength, and forecasted track of a coming storm. Of course, predicting the effects of a hurricane is difficult, so the best thing we can do is to prepare well in advance.

Preparation activities are completed in stages, as the conditions for each stage are met. These activities include:
- Assigning emergency crews to respond to damage to our facilities and/or distribution system
- Staging heavy equipment and other materials at predetermined locations
- Keeping you informed of our status through news broadcasts, website updates, and Facebook posts

We don’t wait to prepare, and neither should you. Go to readyvirginia.gov to learn how to make a family plan and what to put into your emergency supply kit.