

• ANNOUNCEMENTS •

**No Rate Increase This Year**



Waterworks customers will be pleased to learn that, for the fifth year in

a row, water rates and service fees are not increasing. Rates and fees will remain at current levels through June 2023. You can find our current rates online at [nnva.gov/325/Rates-Fees](http://nnva.gov/325/Rates-Fees).

**Upgraded Portal**

Waterworks customers with smart meters are able to view their daily water usage and sign up for leak and high-usage alerts. Not sure if you have a new smart meter yet? Visit [www.nnva.gov/2212](http://www.nnva.gov/2212) and enter your address to see the schedule. You can also watch a short video on what to expect during installation.

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



Plus, we get to hear from you!  
[facebook.com/nnwaterworks](https://www.facebook.com/nnwaterworks)

**Little Creek Reservoir and Dam Repairs**

Little Creek Reservoir and Dam, located in James City County, are owned and operated by the City of Newport News. Little Creek Reservoir is a crucial water supply reservoir for the Newport News Waterworks system.

Little Creek Dam, a nearly 70-foot high earthen dam originally constructed in 1980, created the reservoir. Between 2016 and 2020, Waterworks detected signs of increasing seepage and erosion at the dam. In 2020, Waterworks withdrew water from the reservoir to minimize the seepage and erosion issues and allow for dam maintenance. This drawdown was a necessary precautionary measure.



*Little Creek Reservoir*

Waterworks has partnered with Stantec Consulting Services Inc., an engineering firm that specializes in dam safety, to design improvements for Little Creek Dam. The goal of the project is to address seepage and erosion

issues, make general improvements to the dam, and return Little Creek Reservoir to its normal operating level.

The project is expected to be a multi-year effort. Waterworks will continue to monitor the dam and maintain the drawdown of the reservoir until the dam rehabilitation is complete. You can find project updates at [www.nnva.gov/2609](http://www.nnva.gov/2609).

**Go Green EXPO Alternative Events**

Due to the COVID-19 pandemic and our concern for your safety and well-being, this year's Go Green Expo, scheduled for September 10, has been canceled. However, local Master Gardeners are 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 that day at the

Brittingham-Midtown  
Community  
Center from  
noon - 2 pm.



Call 757-591-4838 for details and to make arrangements to pay for and pick up your barrel. For more information, go to [www.nngogreenexpo.org](http://www.nngogreenexpo.org). Ask about our Vermiculture kits too! They also require advance registration and the kits are only \$25. Registration for both kits may be done at the same site.

**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.



### Outdoor Watering 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.
- Use a layer of organic mulch around plants to reduce evaporation and save hundreds of gallons of water each year.
- Use a broom instead of a hose to clean your driveway or sidewalk.
- Inspect your garden hose and irrigation system for leaks.
- Put out a rain barrel. Collecting rain water is an excellent (and FREE) way to water both your outdoor *and* indoor plants.

### Meter Reading Without the Footprints

Newport News Waterworks is replacing manually-read water meters with new, wireless technology. As we work to reduce our carbon footprint, about 50,000 meters have been replaced in the first year of this multi-year project, with another 80,000 meters yet to be installed.

As a reminder, our contractor, Utility Partners of America (UPA), will send you a postcard notification 30 days before they install the new smart meter. On the day of installation, UPA will shut-off the water supply for approximately 20 minutes. When the work is done, they'll leave a door hanger at your home. All the work is completed outside, and you do not need to be home while your meter is being replaced.

Since the water will be temporarily shut off, please flush an outside or indoor faucet to remove any residual air or discolored water. For more information on the smart meter project, visit [www.nnva.gov/2212](http://www.nnva.gov/2212) or call the UPA project hotline at 757-304-3291.

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

Waterworks prepares in stages. 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 [www.ready.gov/kit](http://www.ready.gov/kit) to learn how to make a family plan and what to put into your emergency supply kit.

**Waterworks**  
NEWPORT NEWS  
DEPARTMENT

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757-926-1000

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