

• ANNOUNCEMENTS •

No Rate Increase This Year

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

a row, water rates and service fees are not increasing. Rates and fees will remain at current levels through June 2024. You can find our current rates online at [nnva.gov/325/Rates-Fees](https://www.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 and enter your address to see our progress. You can also watch a short video on what to expect during installation. Go paperless and sign up for e-billing, it's good for the environment!

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

 Plus, we get to hear from you!
facebook.com/nnwaterworks

A Watch on Virginia's Shortfall

Earlier this spring the Department of Environmental Quality (DEQ) declared a Drought Watch stage for most of eastern Virginia. This determination was based on a combination of precipitation shortfalls, low reservoir levels, reduced groundwater levels, and reduced stream flow. Evidence of this condition is clear in the Waterworks' system, as both of the primary storage reservoirs were not refilled by May 1 this year. It has been more than a decade since this has occurred.

Seasonal and long-term droughts are a regular phenomenon in Virginia. The historic record confirms that we experience significant drought conditions five-10 times a century, and three-four multi-year droughts each century. There are limited records indicating that five-year droughts have also occurred in the 19th Century and earlier.

Waterworks uses historical data to forecast reservoir storage and make determinations

on when to require our regional customers to reduce water usage. Reducing water demand extends the availability of the system's storage reservoirs until the drought subsides. Our response plan uses the same drought stages as the State plan, which are designed to increasingly reduce water use. Learn more about our emergency water conservation ordinance at <https://www.nnva.gov/DocumentCenter/View/484>



Diascund Reservoir 2002

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 105,000 meters have been replaced, with another 25,000 new meters to be completed around the end of the year.

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 spigot or indoor tub faucet to remove any residual air or discolored water. For more information on the smart meter project, visit www.nnva.gov/2212 or call the UPA project hotline at 757-304-3291.

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 your friends what they pay for tap water, and they will usually quote the total from their water bill—and that would be 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. Waterworks serves as a “billing agent” for services provided by Hampton and Newport News Public Works. In these jurisdictions, the total owed (the bottom line on the water bill) includes sewer maintenance and solid waste (trash and recycling) fees.

Think of it as Waterworks providing a service to the two Public Works departments. We're sending bills out anyway, so why not cut down on postage by combining water and other City utility fees onto one bill? And just so there isn't any confusion, the money collected for the Public Works fees go to the appropriate Public Works departments—we don't keep it!

So to our customers in Hampton and Newport News, keep in mind that sometimes the water bill goes up and it's not because of the water. *HAMPTON RESIDENTS ONLY, Are you following the right procedures for trash? Effective July 1, 2023, fines will be increased & enforced. Know when to put totes out, what goes in them, and rules for bulk. Visit www.Hampton.gov/trash to learn more.*

Run Water After Vacation

When you leave your home or business for a long time, as many of you may do this summer, the water in your pipes and plumbing doesn't move. When water has been sitting in the pipes for days, bacteria can grow. The best thing to do when you get back from being away after a long time is to run the water on full blast for 30 seconds to two minutes before using it for drinking or cooking. And always use cold water for cooking. To learn more, visit <https://bit.ly/3H6Opuo> for a short video.

Water Related Celebrations

August is Water Quality Month—be sure to view our [2022 water report](#) on our website
Aug. 16 - National Backflow Prevention Day
Sept. 18 - World Water Monitoring Day and Source Water Protection Week is the last week in September!

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 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.