It’s Main Break Season

Water main breaks can be a common sight this time of year. Changing temperatures cause the water mains — and the soil around them — to expand and contract, putting stress on vulnerable areas. We’re fortunate that much of our system is newer than the national average, but our repair crews are still very busy during the winter months. Freezing weather is often the cause of breaks this time of year, but other factors also cause breaks. Changes in water pressure within the pipes, the age of the pipe, vibrations caused by heavy traffic or construction, and soil conditions, including flooding or erosion can all lead to water main breaks.

When a main break occurs, our top priority is to restore water service to any customer whose service is disrupted. We also want to stop the break from leaking as quickly as possible to minimize safety issues and water loss. We have crews on call 24/7 to respond to main breaks anywhere in our service area, so if you suspect a break in your neighborhood, please call Waterworks at 757-926-1000 (8 am-5 pm, M-F). Nights, weekends, and holidays, please call our Emergency Dispatcher at 757-234-4800. You can also report leaks online at myservices.nnww.nnva.gov by clicking “Contact Us” on the top right side.

Won’t You Help Share H2O?

Last year, the Help to Others (H2O) program celebrated two decades of assisting local families who are having trouble paying their water and/or wastewater utility bills due to a financial crisis, such as a layoff or a death in the family.

Unfortunately, H2O funds sometimes run dry, leaving those seeking assistance without help. For those in need, this means no glass of water from the tap, no water to shower with, and no water to help prepare their next meal. So we’re asking for your help.

Please visit shareh2o.org/donate and make a $20 tax-deductible donation – $1 for each year of the program’s 20 year existence. Can’t afford $20? Any pledge, large or small, will help to keep the water flowing for a local family in need. Donated funds are never used for administrative expenses, so every penny raised goes directly to helping your neighbors in their time of need.
Waterworks Receives National Sustainability Award

Waterworks was honored to receive the Sustainable Water Utility Management Award from the Association of Metropolitan Water Agencies (AMWA) at the organization’s annual conference in October.

Winners of this award have achieved innovation and success through a balance of economic, social, and environmental endeavors, such as responsible management of resources, protection of public health, providing cost effective services to ratepayers, and meeting responsibilities to the community.

"AMWA awards spotlight the exceptional advances of public drinking water utilities that lead the nation toward sustainability through innovative management practices, executive leadership, and employee commitment," said AMWA President Steve Schneider. "Communities that rely on AMWA's 2019 award-winning utilities for safe, clean drinking water can also take pride in their outstanding utility management performance."

AMWA’s commendation noted that: “Newport News Waterworks has owned significant portions of its watersheds since its founding in 1889. This ownership, supplemented with regulatory controls, structural improvements, inspections, water quality monitoring, and forest management, provides robust source water protection. Waterworks has adopted a solid and cohesive asset management program framework using mobile devices for asset condition assessment, procuring best-in-class asset management software, and prioritizing risk-based capital planning. The utility’s sustainability mission rests on providing high-quality drinking water, preserving grandfathered water rights and watershed sovereignty, embracing new technology, capitalizing on data-rich analytics, supporting a talented workforce, and providing strong executive transformational leadership."

Waterworks Helps Make Wishes Come True

Make-A-Wish

Waterworks recently held its 30th Annual Make-A-Wish Foundation Charity Golf Tournament. Thanks to a tremendous field of 144 golfers, the event raised a record-breaking $16,823 for Make-A-Wish Greater Virginia!

Make-A-Wish serves a unique and vital role in helping strengthen and empower children battling critical illnesses. For more information on the Make-A-Wish Greater Virginia chapter, visit va.wish.org.

Rain Barrel Workshops Return

Waterworks is once again partnering with the Newport News Master Gardeners, the Newport News Department of Public Works, and The Mariners’ Museum and Park to offer rain barrel workshops.

For only $60 you can learn how to build, install, and maintain a rain barrel — then take one home!

To learn more or to register, call 757-591-4838.

Advance registration is required, and these workshops fill up quickly, so don’t wait. Sign up now!

2020 Workshop Schedule

Feb 22 The Mariners’ Museum
Mar 21 CNU Garden Symposium
Apr 18 The Mariners’ Museum
May 16 The Mariners’ Museum
Jun 6 The Mariners’ Museum
Sep 12 Brittingham-Midtown Community Center