



FALL 2017

Fairfax Water

STRAIGHT
FROM THE
TAP

Fairfax Water's Summer Dedicated to Keeping Customers Cool



One of the best parts of summer for us here at Fairfax Water is being able to help our customers beat the heat with our world-class water.

Each year we are able to take part in Springfest, Celebrate Fairfax and, this year, Fairfax County's 275th anniversary celebration

At each of these events, our outstanding employees hand out complimentary cups of water to thousands of thirsty people. We hope we provided you excellent service this summer and look forward to meeting you again next year. The next cup is on us!

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Proposed Changes to the Commodity Rate

Important Rate Information for 2018

At 6:30 p.m. on Thursday, Dec. 14, 2017, the Fairfax Water Board of Directors will hold a public hearing on proposed revisions to the schedule of rates, fees, and charges. Proposed revisions include a change in the commodity charge from \$2.81 to \$2.94 per 1,000 gallons, effective with meter readings taken on or after April 1, 2018. See page 2 for a list of some of the proposed changes.

The public hearing will be held at Fairfax Water's main office at 8570 Executive Park Avenue in Fairfax. Visit www.fairfaxwater.org/rates/index.htm to see a copy of the proposed changes and directions to the main office. To speak at the hearing or obtain a hard copy of the proposed Schedule of Rates, Fees, and Charges, call 703-698-5600, TTY 711.

Even with this increase, Fairfax Water's commodity rates will remain among the lowest in the Washington metropolitan region. The chart on page 2 compares regional utilities based on current commodity rates and service charges.

(continued on page 2)

Important Rate Information for 2018 (continued from page 1)

The following table shows some of the proposed revisions to Fairfax Water's rates, fees, and charges. If approved, the revisions will be effective with meter readings taken on or after April 1, 2018. For a complete list of the proposed revisions, visit www.fairfaxwater.org/rates/index.htm.

| Charge | Description of Rate, Fee or Charge | Current | Proposed |
|---|---|----------|----------|
| Commodity Charge | The charge per 1,000 gallons of water used in the previous three months | \$2.81* | \$2.94* |
| Turn Off/Turn On Charge | Charge to restore water service that has been disconnected due to nonpayment or non-compliance; must be paid before water service can be restored | \$44 | \$45 |
| * Fees for the use of Fairfax Water fire hydrants would also change to include the proposed increase in the commodity charge. | | | |
| New Connection Charges | Description of Rate, Fee or Charge | Current | Proposed |
| Local Facilities Charge | For each new service connection to an existing water main | \$11,685 | \$13,420 |
| Service Connection Charge | For each new service connection and meter installation prior to the approval of the application | \$1,240 | \$1,260 |
| Availability Charge | For service to be furnished through each new separate service connection | \$4,100 | \$4,150 |

Comparison of Regional Water Rates

This comparison is based on rates as of April 1, 2017 and on 18,000 gallons of residential water use by an established customer over a three-month winter period. The amount shown for each jurisdiction/utility includes the service charge and the commodity charge, which is the rate charged for a certain number of gallons.

| Jurisdiction/Utility | Quarterly Water Charge |
|---|------------------------|
| City of Manassas Park, VA | \$205.50 |
| Town of Leesburg, VA (outside town limits) | \$156.89 |
| DC Water | \$133.89 |
| Virginia-American Water Company (Prince William County, VA) | \$133.47 |
| Town of Leesburg, VA (inside town limits) | \$117.92 |
| Washington Suburban Sanitary Commission (Montgomery/Prince George's Counties, MD) | \$111.06 |
| City of Rockville, MD | \$107.49 |
| Town of Vienna | \$105.52 |
| City of Bowie, MD | \$99.24 |
| Virginia-American Water Company (Alexandria, VA) | \$83.29 |
| Prince William County Service Authority | \$76.65 |
| Arlington County, VA | \$75.78 |
| Loudoun Water | \$75.15 |
| City of Manassas, VA | \$70.26 |
| Fairfax Water | \$62.78 |
| Town of Herndon, VA | \$60.80 |

For additional information about your water quality and the water systems providing service to your region please check your annual water quality report. Copies of the report can be requested, free-of-charge, by e-mail at pr@fairfaxwater.org or online at www.fairfaxwater.org/water/water.htm.

Happy 275th Anniversary to Fairfax County!

The county celebrated a milestone anniversary at the Fairfax County Circuit Court grounds on June 17th. Some very cool guests enjoyed our water that day! See you at the 375th!



Glad You Asked!



The chart says we have some of the lowest rates but why does my bill seem so high?

Many factors can influence a higher bill so it is important to know what you can look for to make sure you are getting charged for the right usage.



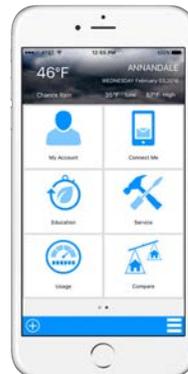
Leaks are often the culprit, and toilet leaks are the most common type. A single "running" toilet can quietly waste over 1,000 gallons of water in a single day. Fortunately, repairing toilet leaks is usually easy and inexpensive. Visit <http://www.fairfaxwater.org/customer/detect.htm> to learn about how to detect a leak in your system.

Your bill might contain charges for sewer, as well as water. Depending on where you live, sewer charges are assessed by either Fairfax County, the City of Falls Church, or the City of Fairfax. We, however, only provide sewer billing and collection services on their behalf. Refer to the chart on Page 2 to see what your bill should approximately cost for your jurisdiction.

To view tips that we have provided to help reduce your water bill you can visit <http://www.fairfaxwater.org/outreach/conservation.htm>



Fairfax Water



DON'T FORGET THE APP!
AVAILABLE FOR IOS
AND ANDROID



If you have a question or concern, contact us at pr@fairfaxwater.org or call 703-698-5600, TTY 711.



Kids' Corner

Water treatment process word search!

N D I S T R I B U T I O N
O E S F O C C O Q U A N U
I A V I C H M I P Q X F D
T F O L P G V E R A A G Q
A I N T A K E F S D F E P
T O A R E J I L S A R O Y
N I C A M O T O P F I O R
E R Y T U F J C T K A D I
M B G I H R O C I L F X V
I C U O L S Y V U M E M E
D A D N M I H D W A T E R
E N O I T A L U G A O C Y
S M A J O Z O N A T I O N

Fairfax Water

Water treatment process

Let's find these words!

INTAKE
COAGULATION
FLOCC
OZONATION
FILTRATION
DISTRIBUTION
WATER
POTOMAC
OCOQUAN
FAIRFAX
RIVER
SEDIMENTATION

To learn more about these words, visit:
<http://www.fairfaxwater.org/education/kids.htm>

Newsletter Feedback

If you have comments or suggestions about the newsletter, please send an email to: pr@fairfaxwater.org, call us at 703-289-6291, or write to us at this address:

Straight from the Tap Editor
 Fairfax Water
 8570 Executive Park Avenue
 Fairfax, VA 22031

Important Numbers

Fairfax Water Services
 Questions about water service or billing
 703-698-5800
 After hours/emergencies
 703-698-5613
 To report a water main break
 703-698-5613 or email
watermainbreak@fairfaxwater.org
 All other Fairfax Water departments
 703-698-5600

Sewer Services

Fairfax County
 Department of Public Works
 Wastewater Trouble Response Center
 703-323-1211
www.fairfaxcounty.gov/dpwes/wastewater

City of Falls Church
 Department of Public Works
 703-248-5350
www.fallschurchva.gov

City of Fairfax
 Department of Public Works
 703-385-7810
www.fairfaxva.gov

Dig with C.A.R.E.

Miss Utility at 1-800-552-7001 or 811,
<http://va811.com/homeowners/how-to-when-to>



Use TTY 711 (Virginia Relay) for all numbers unless otherwise stated.

**D
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T
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**C
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MARK YOUR CALENDAR

September 4
 Labor Day
 Fairfax Water offices closed
September 30 - October 1
 Fall for Fairfax
 Fairfax County Government Center
October 9
 Columbus Day
 Fairfax Water offices closed

November 10
 Veterans Day
 Fairfax Water offices closed
November 23
 Thanksgiving Day
 Fairfax Water offices closed
November 24
 Day after Thanksgiving
 Fairfax Water offices closed



Fairfax Water is a public, non-profit water authority serving nearly two million people in the Northern Virginia communities of Fairfax County, Loudoun, Prince William, Fort Belvoir, Herndon, Dulles, Vienna, Alexandria, Falls Church, and Fairfax City.



Water-Saving Tip

Keep a close eye on your water bill to prevent surprising costs from impacting your household budget. If there is a major change in your bill, you may have a leak hiding somewhere. For more water-saving tips, visit www.wateruseitwisely.com.