

# FALL 2018

Fairfax Water

# STRAIGHT FROM THE TAP

## Sign Up for Local Alerts Online

Help us share important information with you!



In the event of a water-related emergency such as a boil-water notice for Fairfax Water customers, it's important that we get the information to you as quickly as possible. The best way to do this is for customers to sign up for Fairfax Alerts. These alerts will give you immediate notification of local emergencies. Find out more here:

**Fairfax Alerts (County):** <https://www.fairfaxcounty.gov/topics/alerts>

**Falls Church Alerts:** <http://www.fallschurchva.gov/1371/Falls-Church-Alerts>

**Fairfax City Alerts:** <https://www.fairfaxva.gov/services/about-us/fairfax-city-alert>

### Other Alert Options Include *(but are not limited to):*

- Emergency Alerts
- Public Safety, Traffic, Weather
- Police Notifications
- Emergency Preparedness Drills/Exercises
- Emergency Preparedness Newsletters
- General County News and Information
- Tax Deadline Reminders and Updates
- Real Estate, Car, Dog License Renewals
- Transportation Information and Alerts
- Fairfax Connector Passenger Information
- Public Meetings and Events
- News Releases from FCDOT
- Election Updates
- **You can customize the types of alerts you receive.**

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### *Proposed Changes to the Commodity Rate*

## Important Rate Information for 2019

At 6:30 p.m. on Thursday, Dec. 13, 2018, 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 \$2.94 to \$3.07 per 1,000 gallons, effective with meter readings taken on or after April 1, 2019. 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/](http://www.fairfaxwater.org/rates/) 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 2019 (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, 2019. For a complete list of the proposed revisions, visit [www.fairfaxwater.org/rates](http://www.fairfaxwater.org/rates).

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	\$2.94*	\$3.07*
Quarterly Billing Service Charge	Based on meter size, it offsets the cost of meter reading, repair and replacement, service repairs, billing, collecting, accounting, etc.	\$12.20**	\$12.20**
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	\$45	\$48
Account Charge	Appears only on initial bills to cover the cost of the office and field work required to open a new account	\$37	\$39
<p>* Fees for the use of Fairfax Water fire hydrants would also change to include the proposed increase in the commodity charge.  ** Charges reflect fees associated with standard 5/8" residential meter. Charges for larger residential and commercial meters are proposed to increase and are reflected in the proposed Schedule of Rates, Fees and Charges available on our website at <a href="http://www.fairfaxwater.org/rates/index.htm">www.fairfaxwater.org/rates/index.htm</a>.</p>			
New Connection Charges	Description of Rate, Fee or Charge	Current	Proposed
Availability Charge	For service to be furnished through each new separate service connection	\$4,150	\$4,260
Local Facilities Charge	For each new service connection to an existing water main	\$13,420	\$15,285
Service Connection Charge	For each new service connection and meter installation prior to the approval of the application	\$1,260	\$1,300

## Comparison of Regional Water Rates

This comparison is based on rates as of July 1, 2018, 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)	\$177.42
DC Water	\$138.57
Town of Leesburg, VA (inside town limits)	\$135.30
Virginia-American Water Company (Prince William County, VA)	\$132.77
City of Rockville, MD	\$117.03
Washington Suburban Sanitary Commission (Montgomery/Prince George's Counties, MD)	\$114.84
Town of Vienna	\$110.94
City of Bowie, MD	\$107.88
Virginia-American Water Company (City of Alexandria)	\$94.89
Arlington County, VA	\$81.54
Loudoun Water	\$77.38
City of Manassas, VA	\$76.74
Prince William County Service Authority	\$76.65
<b>Fairfax Water</b>	<b>\$65.12</b>
Town of Herndon, VA	\$62.24

### What about sewer charges?

Fairfax Water does not provide your sewer service but we do assist Fairfax County and the Cities of Falls Church and Fairfax with sewer billing. This is a cost-saving measure and convenience for our customers. Your sewer rates and associated billing methodology are established by your sewer service provider. It is a combination of a base charge and usage. It may also include taxes and/or other fees.

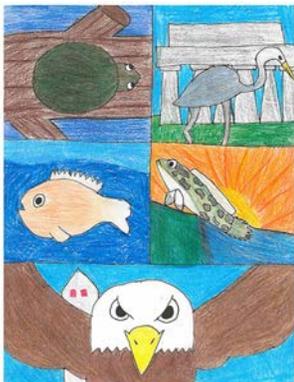
Visit [www.fairfaxwater.org/sewer-charges](http://www.fairfaxwater.org/sewer-charges) to learn more.

# Fairfax Water KIDS' ART CONTEST 2018

The 2018 Fairfax Water Kids' Art Contest has come to a close. The top ten winners are published in this issue. You can find the others at: [www.fairfaxwater.org/kidsart](http://www.fairfaxwater.org/kidsart)



Michelle from Centreville



Abby from Fairfax



Brian from Lorton



Natalie from Springfield



Justin from Falls Church



Supreeta from Fairfax

Great Blue Heron, Blue Gull, & Eastern Snapping Turtle  
in the Potomac River

Amula from Herndon



**Want to see the top three winners?**  
Check out page 4!

## Glad You Asked!

**Q** During the cold weather last year, a pipe in my house froze. How can I prevent this in the future?

**A** Whenever the temperatures dip down into the teens, we suggest that you leave a thin, steady stream of water running. This stream should measure out to be about a quarter gallon of water per minute. Doing so costs very little and can prevent expensive leaks and pipe repairs. Visit <https://www.fairfaxwater.org/your-plumbing> for more information on how to prepare your pipes for winter.



**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](mailto:pr@fairfaxwater.org) or call 703-698-5600, TTY 711.



### Newsletter Feedback

If you have comments or suggestions about the newsletter, please send an email to: [pr@fairfaxwater.org](mailto: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](mailto: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](http://www.fairfaxcounty.gov/dpwes/wastewater)

City of Falls Church  
Department of Public Works  
703-248-5350  
[www.fallschurchva.gov](http://www.fallschurchva.gov)

City of Fairfax  
Department of Public Works  
703-385-7810  
[www.fairfaxva.gov](http://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.

# Top 3 Winners



[www.fairfaxwater.org/kidsart](http://www.fairfaxwater.org/kidsart)



**Grand Prize Winner**  
Yazheny of Fairfax



[www.fairfaxwater.org/kidsart](http://www.fairfaxwater.org/kidsart)



**1st Place Winner**  
Saranya of Chantilly



**2nd Place Winner**  
Ananya of Chantilly

## MARK YOUR CALENDAR

- September 3**  
Labor Day  
Fairfax Water offices closed
- September 29 - 30**  
Fall for Fairfax  
Fairfax County Government Center
- October 8**  
Columbus Day  
Fairfax Water offices closed

- November 12**  
Veterans Day (Observed)  
Fairfax Water offices closed
- November 22**  
Thanksgiving Day  
Fairfax Water offices closed
- November 23**  
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

Lawn care is less demanding during the fall but should not be ignored. A healthy lawn should require at least one inch of water every week. For more water-saving tips, visit [www.wateruseitwisely.com](http://www.wateruseitwisely.com).