

## Retirement of General Manager and Introduction of New Executive Team



**Charles M. Murray**  
Outgoing General Manager



**Steven T. Edgemon**  
Incoming General Manager



**Jamie B. Hedges**  
Incoming Deputy General Manager

**FAIRFAX, Virginia** -- Charles M. Murray, General Manager of Fairfax Water, has announced his retirement after 16 years of service. His retirement will be effective June 30, 2019. Mr. Murray has served as General Manager since 2006 after two years as the Deputy General Manager. He came to Fairfax Water in 2003 after 20 years with the Washington Suburban Sanitary Commission where he was Chief of Operations. During his tenure as General Manager, Fairfax Water successfully merged and integrated the Falls Church and Fairfax City water systems to allow the continued growth of Tysons, Merrifield, and Falls Church/Seven Corners areas, resulting in unified water rates for all customers.

Phil Allin, Chairman of the Fairfax Water Board of Directors, states "I have enjoyed working closely with Mr. Murray and have deep appreciation for all he has done for Fairfax Water and its customers. We will miss his presence and experience."

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On July 1, 2019, Steven T. Edgemon will become General Manager and Jamie B. Hedges will become Deputy General Manager. Mr. Edgemon and Ms. Hedges have combined experience of nearly 70 years in the drinking water industry. According to Chairman Allin, "The Board and I feel very secure about Fairfax Water's future with Mr. Edgemon and Ms. Hedges at the helm."

Mr. Edgemon has been with Fairfax Water since 2003, serving first as Director of Finance and then as Deputy General Manager since 2006. Before joining Fairfax Water, Mr. Edgemon was Vice-President and General Manager of Virginia American Water Company, based in Alexandria, Virginia. He has served in the water industry for more than 38 years. Mr. Edgemon holds a Bachelor of Science degree in Finance, as well as a Master of Business Administration. He has been a member of the American Water Works Association for more than 35 years.

Ms. Hedges, current Director of Planning and Engineering, has been with Fairfax Water for more than 30 years. Prior to her 2006 appointment to Director, she was Manager of Planning and held several positions in the Planning and Engineering Division as her career progressed. Ms. Hedges has a Bachelor of Science degree in Civil Engineering and a Master of Business Administration, both from Virginia Tech. She is a licensed professional engineer and a member of the American Water Works Association.

# Beware of Fraud: Scammers Target Customers

*Here are some tips to spot scammers pretending to be our employees:*

If you receive a call offering discounts, requesting account information, or offering to pay your bill, it is a scam. Fairfax Water does not call to ask for your account information, nor do we offer discounts for service.

Fairfax Water employees have photo identification with them at all times when they are on the job. Our vehicles and field staff clothing bear our logo. During the summer months there may be Fairfax Water summer interns in your neighborhood who do not wear uniforms; however, each one will have a Fairfax Water photo identification badge displayed prominently.

If someone comes to your door and identifies themselves as a Fairfax Water employee, please ask for their identification or call 703-698-5800, TTY 711, to verify before letting them into your home.

Fairfax Water employees do not receive or accept any form of payment during service calls and do not collect water-service fees door-to-door.

Most water meters can be found outside a customer's home which means Fairfax Water employees typically DO NOT require access to a customer's home to read a meter.

## The 2019 Water Quality Report is coming soon!

In June it will be time once again for our annual water quality report. This report provides important information about your water quality and Fairfax Water's services. Under federal law, we are required to provide this information to our customers every year before July 1, and we are proud to do so.

The report will be immediately available online but, in an effort to reduce costs, we will mail the report only to those customers who request a printed copy.

To request a copy, send an e-mail to [waterqualityreport@fairfaxwater.org](mailto:waterqualityreport@fairfaxwater.org) or call 703-289-6285, TTY 711, and provide your name, mailing address, and phone number. A report will be mailed to you.

If you prefer to read the report online, it will be available on our website by June 25 at:

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



# Glad You Asked!

## Fairfax Water Flush Out Scammers!

A scammer may threaten to cut off water service & ask for your banking info over the phone.

Stop & verify!  
Call 703-698-5800 to confirm or visit our website.



[www.fairfaxwater.org/avoid-scams](http://www.fairfaxwater.org/avoid-scams)

If you have questions about our service or employees, do not hesitate to call us at 703-698-5800, TTY 711.

**Q** - Is it safe to drink water from a garden hose?

**A** - You should consider water from a hose to be unsafe to drink in most cases.

The materials from which the hose is made can actually encourage growth of microorganisms and bacteria, especially when the hose is left in the sun or otherwise subjected to heat.



We'll see you at...



June 7-9



**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.



# Kids' Corner



## We Want to Know . . .

If you have comments or suggestions about the newsletter, please send an e-mail to [pr@fairfaxwater.org](mailto:pr@fairfaxwater.org), call us at 703-289-6291 or write to 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  
703-698-5800

After hours/emergencies  
703-698-5613

To report a water main break  
703-698-5613 or e-mail  
[watermainbreak@fairfaxwater.org](mailto:watermainbreak@fairfaxwater.org)

Questions about billing  
703-698-5800

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>



### Color the Rain Duck

Choose your colors for each number  
You only get six colors!

1	
2	
3	
4	
5	
6	

## ? Did you know? ?

Duck feathers are completely waterproof. When ducks dive underwater, their feathers remain completely dry. You can put away the umbrella, Mr. Duck!

## MARK YOUR CALENDAR

### June 30

Drinking Water and  
Wastewater  
Professionals Day



### July 1- 8

Clean Beaches Week



### July 4

Independence Day  
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

Wash your pets outdoors, in an area of your lawn that needs watering.

[www.wateruseitwisely.com](http://www.wateruseitwisely.com)