

SPRING 2021

Fairfax Water

STRAIGHT FROM THE TAP

Protecting Our Water Sources



Our watershed and local rivers and streams are much more important than just the beauty and recreational value they provide to our communities. The Potomac River and Occoquan Reservoir are the sources of the drinking water for the more than 2 million people who drink or use our water in the region. Fairfax Water encourages responsible stewardship of our source water by our local communities and offers methods and opportunities to develop projects in pursuit of protecting the region's water supply.

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Water Supply Stakeholder Outreach Grants Now Available

Through our **Water Supply Stakeholder Outreach Grant Program**, Fairfax Water offers grants to support community efforts to protect our source water and educate the public on water supply issues.

Homeowners associations, civic groups, and not-for-profit organizations may apply for Fairfax Water's assistance through direct funding or the provision of technical services.

Grant requests must address water supply or watershed issues within Fairfax Water's service and watershed areas in Fairfax, Loudoun, Prince William, or Fauquier counties and the cities of Falls Church and Fairfax*.

Eligible Projects Include*

- Education Efforts
- Water Quality Monitoring
- Source Water Protection
- Occoquan Reservoir Shoreline Stabilization

The program guidelines and application forms are available online at [fairfaxwater.org/grants](https://www.fairfaxwater.org/grants). For further information or to receive an application by mail or email, contact our watershed protection specialist at 703-289-6303 or outreach@fairfaxwater.org. Applications must be postmarked by May 17, 2021.

***Note: Only the types of projects listed above are eligible. This grant program does not assist homeowners with payment of water bills. See our website for details.**

Water Main Flushing Begins



Each spring we clean our water mains during our annual flushing program. At that time, we open all fire hydrants to let them flow freely to clean the water mains.

Our spring flushing program has many benefits. It helps ensure high-quality water at all points throughout our system. We add free chlorine instead of the usual chloramines to better clean the pipes.

You can read more about chlorine at www.fairfaxwater.org/current/free_chlorine.htm.

The flushing program also lets us know that our hydrants are working properly and helps identify hydrants in need of maintenance or painting.

This flushing will not affect your service, but you might notice some slight changes in your water. It might taste or smell more like chlorine. Don't worry though; the water is safe to drink. To reduce the smell or taste of chlorine, keep a pitcher or other open container of water in your refrigerator. This will allow the chlorine to dissipate over time.

If you have an aquarium or pond, always test the water you add to it to make sure that it does not contain chlorine. Also test aquarium or pond water before adding fish, plants, or other animals.

If you have questions about this program or the work being conducted in your area, call customer service at 703-698-5800, TTY 711, during business hours. After business hours, please call the after-hours line at 703-698-5613, TTY 711.

Bill Paying Assistance Available for COVID Impacted Customers



Need help paying your Fairfax Water bill due to COVID-19? Act fast! Limited funds are available for eligible customers under the COVID-19 Municipal Utility Relief Program. For more information and to apply, visit bit.ly/FWoptions. Application forms are available in multiple languages.

Drinking water and wastewater utilities provide a critical service to the community, and we are committed to assisting customers who may be facing financial hardships due to the coronavirus pandemic. We want to do everything in our power to keep our customers informed of the payment assistance that is available during this trying time.

If you are unsure if you are behind on your bill, you can access up to date information about your account balance from our automated system by calling 703-698-5800, (TTY 711), and choosing option 4, Account Information.

You will need your 13-digit account number; alternatively, you may ask to speak to one of our customer service representatives. Customers can also access their billing information on our Customer Portal by visiting fwcustomer.org.

Fairfax Water bills cover both drinking water and wastewater service. Fairfax Water provides drinking water service but only administers the billing for wastewater service on behalf of Fairfax County, the City of Fairfax, and the City of Falls Church.

In addition to the COVID-19 Municipal Utility Relief Program, customers can also set up payment plans or seek assistance through local agencies.

If you need assistance, it is essential that you contact us to discuss your situation and to find a solution that addresses your past-due balance.

In Grateful Memory of Dr. Armand Weiss



Dr. Armand B. Weiss, Fairfax Water's Board representative for the Dranesville District, passed away on Nov. 27, 2020.

Dr. Weiss will be missed by the entire Fairfax Water organization and the community he served.

Dr. Weiss was appointed to the Board in 2010 and provided expert counsel and wisdom to the Fairfax Water Board and executive leadership. He enjoyed and deeply valued his service to help provide the best quality water to our customers. His was a life of commitment to public service and love for his community and his family.

We, as an organization, cherish our time with Dr. Weiss and will always carry with us the lessons he has taught us.



2021 Water Quality Report

Our annual water quality report will be published this June. This report contains 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. We are proud to do so. We also offer to mail the report to customers who request a printed copy.

To request a copy, fill out the online form located at fairfaxwater.org/reportrequest 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 beginning in mid-June at

fairfaxwater.org/waterqualityreport

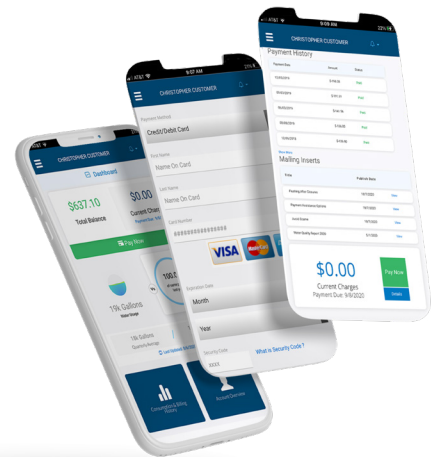
Glad You Asked!

Q. I live in an apartment, and my water bill is included in my rent. How can I receive information concerning my tap water?

A. Fairfax Water bills include publications about your tap water. Talk to your apartment manager and ask that any included information be posted for everyone to read. You can also read the latest Fairfax Water news at our official website: fairfaxwater.org/news.

If you have questions, call 703-698-5800, TTY 711, or email us at customers@fairfaxwater.org.

Welcome to Fairfax Water's Online Customer Portal



You now have the ability to manage your Fairfax Water account online. Enjoy the convenience of paperless billing, viewing your bill, paying your bill as a one-time payment, setting up recurring payments, or reviewing your water usage trends.



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



We Want To Know . . .

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:

703-698-5800

After hours/emergencies:

703-698-5613

To report a water main break:

703-698-5613 or e-mail

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

fairfaxcounty.gov/dpwes/

[wastewater](#)

City of Falls Church

Department of Public Works:

703-248-5350

fallschurchva.gov

City of Fairfax

Department of Public Works:

703-385-7810

fairfaxva.gov

Dig With C.A.R.E.

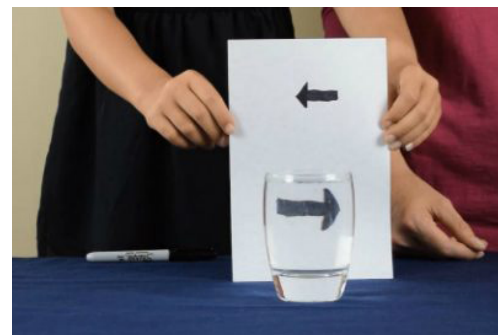
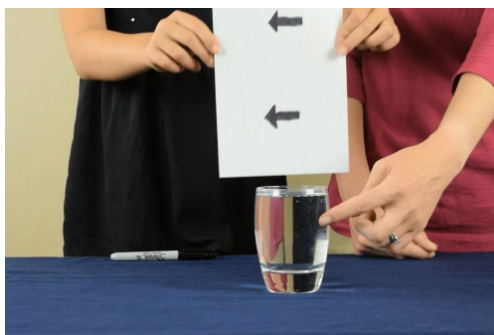
Miss Utility at 800-552-7001 or

811, va811.com/how-to-when-to/

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

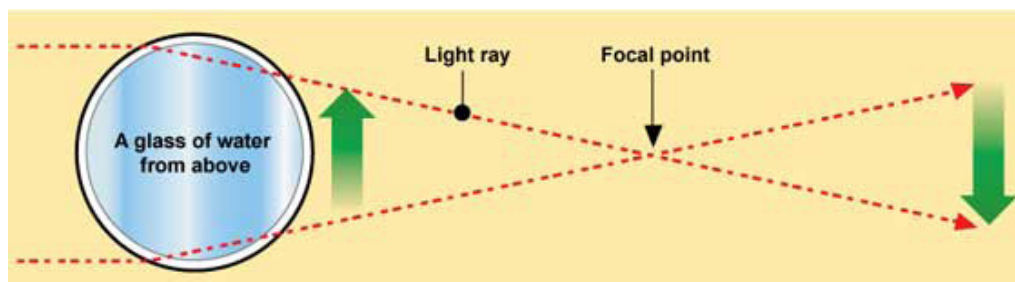
Kids' Corner

The Refraction Reaction



Try this out with a friend, sibling, or parent. Draw two arrows on a piece of paper. Fill a glass with water and then hold one arrow behind the glass. What do you see?

The arrow is backward, right? No. It just looks that way because of something called "refraction."



This happens because light travels slower through water than it does through the air. The light rays also bend in the water. As the light bouncing off the arrow travels through the water, it bends so much that the light rays cross each other and flip. That's why the arrow appears to be backward.

Read more details about this experiment here: bit.ly/2KPLvAp (Physics Central).

You can also watch the video here: bit.ly/36brAU4 (Cool Science Experiments HQ).

Want to know when we're closed for holidays?

Check out our website!

fairfaxwater.org/holidaycalendar

Fairfax Water

Fairfax Water is a public, nonprofit water authority serving nearly 2 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

Know where your emergency shut-off valve is located. Even seconds of uncontrolled water use could be costly. For more tips on saving water, visit wateruseitwisely.com.