

WINTER 2020

Fairfax Water

STRAIGHT FROM THE TAP

Fairfax Water's New University Tank Now in Service



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Fairfax Water's new University Tank was placed into service on October 22, 2020. Located on the grounds of George Mason University, the tank holds 2.5 million gallons of water and is 156 feet tall. The tank serves customers on the George Mason University Fairfax campus and in the surrounding areas of Fairfax County and the City of Fairfax. These areas previously experienced delivery pressures that were lower than those typically experienced elsewhere in Fairfax Water's system. The replacement tank is taller than the previous tank, which results in increased delivery pressures to customers.

The tank was built on the same site as the previous tank, built by the City of Fairfax in 1978. The demolition of the previous tank was completed in January 2019, and the tank's concrete pedestal was completed in December 2019. The welded steel storage bowl was completed and lifted into place in April 2020.

Additional details for this project can be found at: [fairfaxwater.org/news/university-tank-now-online](https://www.fairfaxwater.org/news/university-tank-now-online).



Friends of the Occoquan's Fall River Clean Up 2020

One hundred and thirty-two volunteers joined the Friends of the Occoquan for Fall River Clean Up events at the Lake Ridge Park/Marina, the Town of Occoquan, Fountainhead Park and Marina, and the Occoquan Regional Park during the month of October. Volunteers filled up 35 recyclable bags and 41 trash bags. Among the group of volunteers were Boy and Girl Scouts from Bear Den 1353, Pack 1373, Troop 1369, a local 4H Club, and high school students from different schools. Thank you to all who participated to help keep our drinking water source clean!

Helpful Tips to Prepare for Winter



There are several measures you can take to prevent winter water disasters.

- Please remember that whenever temperatures fall into the teens, we suggest that you leave a thin, steady stream of water running (about the width of pencil lead). The volume of this stream should measure out to be about a quarter gallon of water per minute. If you do not want to leave the water running, make sure your pipes are well insulated.
- It is a good idea to locate and mark your main-line valve and check it for proper operation. This valve controls water flowing into your home and is usually found near the water line that comes into your house. Marking the valve will allow you to quickly turn off the water if a pipe should burst or you have other water problems.
- Make sure the water lines to outside faucets are turned off and the lines are drained. Drain each outdoor spigot after turning off the valve to prevent any remaining water from freezing and bursting the pipes. Some spigots have anti-siphon devices that must be opened to properly drain the line.

- Eliminate drafts. Check around the home for areas where water supply lines are located in unheated areas and take measures to prevent the flow of cold air in these areas. Look under the house; in the basement, crawl space, attic and garage; and under kitchen and bathroom cabinets. Both hot and cold water pipes in these areas should be insulated.

- Insulate pipes in unheated spaces. Hardware or home improvement stores carry insulation designed to keep pipes in these areas from freezing.

- Keep in mind that a hot water supply line can freeze just as a cold water supply line can if water is not running through the pipe.

- If you will be away from your home for an extended period of time, keep the thermostat at a reasonable temperature to make sure all areas with water pipes are kept above freezing.

How do I prevent my pipes from freezing if I lose heat in my home?

There is a possibility of your water lines freezing if your heating system is not functioning properly and the temperature drops in your home.

If you are staying in your home or will be monitoring your home frequently, leave a thin, steady stream of water running. Consider doing this in areas that are least protected from the cold, such as basements, crawl spaces, attics, and garages.

If your water pipes freeze, never try to thaw a pipe with an open flame or torch. Always be careful of the potential for fire or electric shock in and around standing water.

What do I do if my water meter freezes?

If you suspect you have a frozen water meter, call us for help. Do not attempt to thaw the water meter yourself as this can result in extensive damage.

You can reach our Customer Service Department at 703-698-5800, TTY 711, during normal business hours. After normal business hours, the emergency number is 703-698-5613, TTY 711.

To learn more about your plumbing, visit our website at: fairfaxwater.org/your-plumbing.

Glad You Asked!

Q. How can I report a main break?

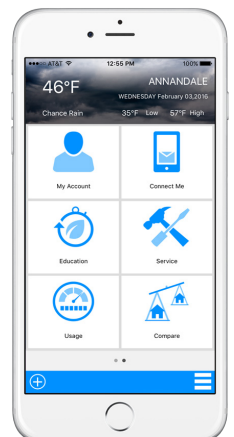
A. If you see or suspect a main break, please feel free to contact customer service at 703-698-5800, TTY 711. After normal business hours, the emergency number is 703-698-5613, TTY 711.

You can also report main breaks online through our Report a Main Break feature. This feature is found online at fwnotifications.org/public and is fast and easy to use. Please remember to share as many details as possible.



DON'T FORGET THE APP!

AVAILABLE FOR IOS
AND ANDROID





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 email
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 1-800-552-7001
or TTY811, <http://va811.com/homeowners/how-to-when-to>

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

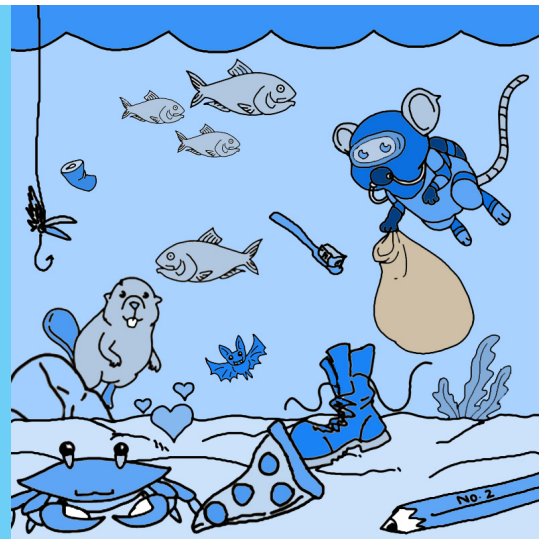
Kids' Corner



Help clean the Potomac!

Marvin Mouse is trying to remove litter from the Potomac River. Help him by unscrambling the words and remove what doesn't belong there by putting them in the bag.

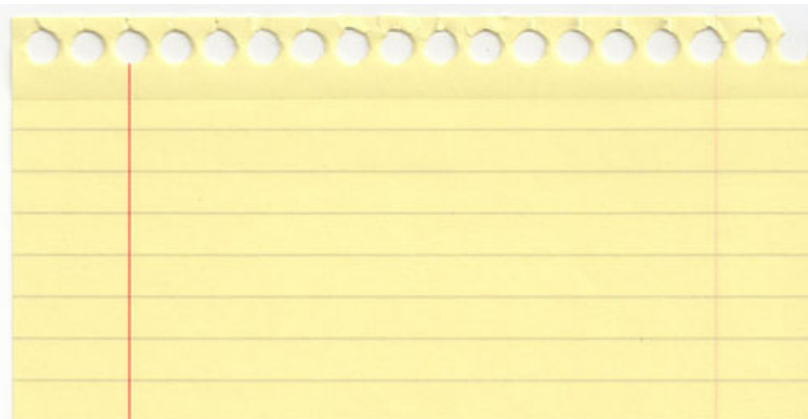
ELKP
NCA
OUTSHRBOTH
IHSE
OBOT
IZAZP**
AVEBER
INPECL
KOHQ
TAB
BRAC



**Benny Blue Crab is asking you nicely to let him keep his cheesy lunch. It's his favorite!

WORK SPACE

Unscramble
the words
here



Want to know when we're closed for holidays?

Check out our website!

fairfaxwater.org/holidaycalendar

Fairfax Water

Fairfax Water is a public, not for profit 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

Upgrade to an inexpensive, water-efficient shower head and save up to 750 gallons of water a month. For more tips on saving water, visit wateruseitwisely.com. 💧