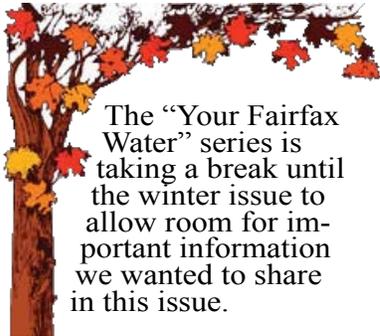


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The "Your Fairfax Water" series is taking a break until the winter issue to allow room for important information we wanted to share in this issue.

Customer Comments

Recently a customer sent a letter to Fairfax Water expressing concern about her service. Here is an excerpt from her letter:

The water was turned off on my street without any notification to me or my neighbors in Reston. I had no problems with the water being turned off, but I did have a problem with my water becoming very dirty. I would like you to be aware of this problem so in the future you can make sure that you notify everyone who needs to know and suggest methods by which to check your water before running any expensive appliances.

Because this customer took the time to write, we're making changes that will enhance our customer service - please see page 2 for important information addressing this customer's concern. If you have a question, concern or compliment, please contact us at pr@fairfaxwater.org or 703-698-5600, TTY 711.

Fairfax Water Mourns the Passing of Board Member Dewey Bond

It is with great sadness that we report the passing of Mr. Dewey Bond. Mr. Bond served for more than five years as the Dranesville District representative on the Fairfax Water Board of Directors. During his tenure he served as chair of the Water Quality Committee and as a member of the Finance and Infrastructure Committees. Prior to joining Fairfax Water, Mr. Bond was an elected director of the Northern Virginia Soil and Water Conservation District for 15 years, serving as chairman for 14 of those years. He also was appointed by the governor to



the Virginia Soil and Water Conservation Board and served for eight years. He held a PhD in Agricultural Economics from Michigan State University and served in the U.S. Navy. He retired from the American Meat Institute after a 40-year career. His community service includes serving as chair of the Northern Virginia Soil and Water Conservation District Board, as well as a variety of Fairfax County environmental organizations. Mr. Bond's leadership and devotion to the community are a testament to his outstanding character. He will be greatly missed by his friends, his colleagues, and the citizens he so passionately served. Our thoughts and prayers are with his family and friends.

Important Rate Information

Fairfax Water is proposing a revision of its Schedule of Rates, Fees and Charges to be effective with meter readings taken on or after April 1, 2011. Each year, the Board of Directors evaluates the actual cost of providing water service, the anticipated cost increases in goods and services, the funding level needed to maintain our infrastructure and other data to develop the proposed rate revisions. Based on changes to the commodity and billing service charges, the proposed rate revisions would increase the average household quarterly bill by \$3.69. A public hearing on the proposed revisions is scheduled for 6:30 p.m. on Thursday, Dec. 9, 2010, at Fairfax Water's main office. To speak at the hearing or obtain a copy of the proposed Schedule of Rates, Fees and Charges, call 703-698-5600, TTY 711. A copy of the proposed changes and directions to the main office can be viewed at www.fairfaxwater.org/rates/index.htm. The following table compares the existing rates, fees and charges with the proposed revisions.

Charge	Current	Proposed
Availability Charge	\$4,000	\$3,600*
Local Facilities Charge	\$8,100	\$8,500
Service Connection Charge	\$850	\$1,000*
Account Charge	\$31	\$32
Quarterly Billing Service Charge	\$7.30	\$8.35*

Charge	Current	Proposed
Commodity Charge (per 1,000 gallons)	\$1.93	\$2.04**
Peak Use Charge (per 1,000 gallons)	\$2.70	\$2.95
Turn Off/Turn On Charge	\$44	\$46
Sewer Use Meters Charge	\$39	\$41
Returned Payment Charge	\$14	\$16

- *Charges reflect fees associated with standard 5/8" residential meter. Changes in charges for larger residential and commercial meters are reflected in the proposed Schedule of Rates, Fees, and Charges.
- **Fees for the use of Fairfax Water fire hydrants would also change to include the proposed increase in the Commodity Charge and Peak Use Charge.



Editor's Note

If you have comments or suggestions about this publication, please e-mail us at pr@fairfaxwater.org, call us at 703-698-5600, or write to the address below.

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 water 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

Fairfax County Services

24-hour trouble response center
for sewer back-ups or sluggish
flow in a sink, toilet, or tub:
703-323-1211
Sanitary sewer billing
information: 703-324-5015
Sanitary sewer back-ups and line
maintenance: 703-250-2003

Dig with C.A.R.E.

Miss Utility at 1-800-552-7001
or 811

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



Gerry Hyland, Fairfax County Board of Supervisors, Mount Vernon District, congratulates Mr. Evans on 40 years of service.

40th Anniversary for Mr. Evans

On July 8, the Fairfax Water Board of Directors honored Bill G. Evans for 40 years of service to Fairfax Water. On July 8, 1970, Mr. Evans was appointed to the Fairfax County Water Authority Board of Directors; and was ultimately appointed to serve the Mount Vernon District. He served as vice-chairman of the Board for 10 years and played a key role in negotiating the adoption of the Occoquan Policy, which established key source-water protections for the Occoquan Reservoir. Mr. Evans' leadership was critical in consolidating all Fairfax Water's administrative and engineering employees under one roof and he played a key role in the development of Fairfax Water's rate policy of "growth pays for growth." In 2009, Mr. Evans received the Fowler Award for distinguished service from the Fairfax County Board of Supervisors.

New Members Appointed to Fairfax Water Board of Directors

Since the Board members were profiled in *From the Tap* last year, two new members have been appointed by the Fairfax County Board of Supervisors.



Dr. Armand B. Weiss now fills the Dranesville District seat on the Board. He received his DBA from the George Washington University and MBA and BS from the Wharton School of the University of Pennsylvania. Currently president of Associations International, Inc., he was an official in the federal government and major think tanks and taught at several area universities. Dr. Weiss serves on the Dranesville budget task force and has been president of many professional and community organizations.



Richard Dotson was appointed to fill the Providence District seat. He earned a BS from Old Dominion University and holds two Associate degrees in science. Mr. Dotson is a project manager for MC Dean, Inc., an electrical and telecommunications engineering firm where he develops computerized control systems for the water, waste water and semiconductor industries. He and his wife volunteer as re-enactors at area museums including Mount Vernon, Gatsby's Tavern and Sully Plantation.



Customer Comments (cont. from page 1)

The customer comment featured in this issue focused on service interruptions caused by water main maintenance. Fortunately, Fairfax Water has fewer main breaks than many other utilities and, on average, we repair the breaks and restore service in about four hours. Unfortunately, interrupting your water service may stir up sediment in the pipe and cause water containing this sediment to enter nearby homes. Should the water service be interrupted in your neighborhood, removing the aerators from sinks and washing machines prior to flushing your pipes will help prevent sediment clogs. To help our customers, we have important information about water main breaks available on our Web site at www.fairfaxwater.org. Information about how the breaks are repaired, how to report a break and how to minimize sediment is available by clicking on Customer Service and then Water Main Breaks. We're also looking at other resources we can develop that would allow us to alert customers when water service is interrupted in their neighborhood. Look for additional information in future issues of *From the Tap* or call 703-698-5600, TTY 711.



Water-Saving Tip

Use finished compost for your fall planting to add water-holding and nutrient-rich organic matter to the soil.

For more information and other water-saving tips, visit www.wateruseitwisely.com.

Fall/Winter Holiday Schedule

Fairfax Water offices will be closed for the following holidays:

Labor Day - Sept. 6
Columbus Day - Oct. 11
Veteran's Day - Nov. 11
Thanksgiving - Nov. 25 & 26
Christmas - Noon, Dec. 23 through Dec. 24
New Year's Day - Dec. 31
Martin Luther King, Jr. Day - Jan. 17
Presidents' Day - Feb. 21



To report an emergency outside of Fairfax Water's normal business hours, please call 703-698-5613, TTY 711.