

## In This Issue:

We are Family!	1
Got Water?	1
It's Winter - Do you know where your valve is?	2
Attention Teachers and Parents	2

## Customer Comments

Yesterday I had a technical question regarding the ammonia in our drinking water. I sent an e-mail to the engineering e-mail address. It was responded to quite quickly with a very detailed and accurate answer from one of your supervisors, Craig, in the Water Quality Laboratory.

We truly appreciated the quick response, the level of detail provided, and the completeness of his answer. I was not expecting this and feel that Craig went out of his way to ensure that his response to us was written in an understandable manner. I feel this type of interaction with the public and the customers of Fairfax Water reflects a well run organization.

I wanted to let you know that we are appreciative of this kind of service and wanted to raise to your attention that you have truly dedicated people such as Craig in your organization who will take the extra time to respond to inquiries such as this in a most professional manner.

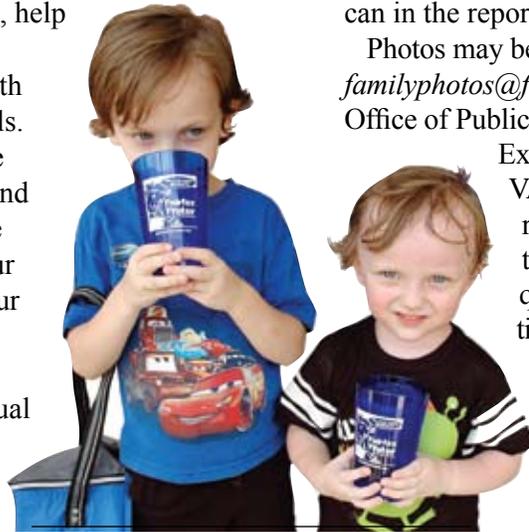
*A Fairfax Water Customer*

*If you have a question, concern or compliment, please contact us at [pr@fairfaxwater.org](mailto:pr@fairfaxwater.org) or call 703-698-5600, TTY 711.*

## We are Family!

Every day our water comes into your home, to help you with the dishes, the yard work, and the housecleaning. We're there to help bathe the little ones - and the not so little ones! We sit by the bed when you are not feeling well, help to keep your house clean, and assist with all the holiday meals. Is it any wonder we feel like family? And is it any wonder we want to include your family's photo in our annual water quality report, just like you do in your annual holiday letter?

Our annual water qual-



ity report is sent to all of our customers in early summer. Federal and state laws require Fairfax Water to tell you about your water quality - and it is a story we are proud to tell. This year, we invite you to submit photos of yourself, your family, and your pets using our water and we'll feature as many as we can in the report.

Photos may be submitted via e-mail to [familyphotos@fairfaxwater.org](mailto:familyphotos@fairfaxwater.org) or mailed to Office of Public Affairs, Fairfax Water, 8570 Executive Park Avenue, Fairfax, VA 22031. Photos must be received by March 18, 2011, to be considered. If you have questions or want more information, visit [www.fairfaxwater.org](http://www.fairfaxwater.org), call us at 703-289-6019, TTY 711 or send an e-mail to [pr@fairfaxwater.org](mailto:pr@fairfaxwater.org).

We can't wait to meet your family! 💧

## GOT WATER?

It's morning in Fairfax County. In more than 300,000 homes, showers are flowing, coffee is brewing, and all is well. How do we make sure every home has enough water? Magic? Well, sort of. It's the magic of 3,268 miles of water mains and 80,000 valves working together. And the magicians are the employees of the Transmission and Distribution (T & D) Division. In the Fairfax Water control room, these employees monitor water use 24/7 throughout the county and redirect the flow so you always have the water you need, even during the infamous Super Bowl halftime flush. The Transmission folks make sure water flows from our two treatment plants to storage tanks across the county and the Distribution folks make sure it moves from storage to your home.

But that is not all these wizards of water do. They also repair main breaks and valves, install services for new Fairfax Water

customers, conduct the annual flushing program that helps maintain the quality of our water, and manage our leak detection program, which is another little bit of magic. Using electronic equipment to identify leak sounds, T & D employees can precisely pinpoint the location of even a small leak, allowing them to repair it long before it is large enough to be detected by traditional leak-detection methods. That saves water, money, and, most importantly, inconvenience to you. If a main break causes a bigger leak, T & D crews use some of those 80,000 valves to isolate a small part of the system around the break, reducing the number of homes that are without water while they repair the break. And they usually make that repair in about four hours.

So next time you turn on your shower, or take that half-time break, have no worries. T & D is on the job! 💧



## Editor's Note

If you have comments or suggestions about this publication, please e-mail us at [pr@fairfaxwater.org](mailto: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](mailto: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.*

## It's Winter . . . *Do you know where your valve is?*

Hopefully we will not experience the "Snowmageddon" of last winter, but if temps dip below freezing, your pipes can freeze. Here are a few tips to help keep your pipes warm and cozy all winter:

- 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. 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 you know where the valves are for your outside spigots. That way, when freezing weather is forecast, you can easily turn off the water to the outside spigots.
- Never try to thaw frozen pipes with an open flame or torch.
- If you cannot maintain heat inside your home, take further precautions to prevent damage, such as turning off the main water supply and draining the plumbing.
- If you will be away from home for an extended period, keep the thermostat at a reasonable temperature to protect pipes from freezing.
- Learn more about where Fairfax Water's system ends and your home plumbing begins by visiting our Web site at [www.fairfaxwater.org](http://www.fairfaxwater.org). Click on "Customer Service" and then "Your Plumbing."

If you suspect you have a frozen water meter, call us for help. Our service crews are available 24 hours a day and will respond as soon as possible. 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. 

## Attention Teachers and Parents

Are you looking for something fun and safe for your children to do on the computer? Check out our new online e-book, *Understanding Watersheds* at [www.fairfaxwater.org](http://www.fairfaxwater.org). Using fun characters, animation, and music, the e-book helps children understand where our water comes from and why we must protect it.

Your children may also enjoy our e-books about the water cycle and the water treatment process. They'll also find on our Web site lots of fun activities for children of all ages, from memory games to an online jigsaw puzzle. 



Here's how to  
protect  
our  
watershed!



### Water-Saving Tip

*Insulate hot water pipes so you don't have to run as much water to get hot water to the faucet. For more information and other water-saving tips, visit [www.wateruseitwisely.com](http://www.wateruseitwisely.com).*

Fairfax Water is a public, non-profit water authority serving nearly 1.7 million people in the Northern Virginia communities of Fairfax, Loudoun, Prince William and Alexandria.

### Winter Holiday Schedule

Fairfax Water offices will be closed for the following holidays:

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.

