

## • ANNOUNCEMENTS •

### Rain Barrel Workshops Return

Once again in 2017, Waterworks will partner with the Newport News Master Gardeners, the Virginia Cooperative Extension Service (VCES), and the Newport News Department of Public Works, to offer rain barrel workshops.

For \$60 you can learn how to build, install, and maintain a rain barrel — and take one home! Workshops will be held on:

Saturday, February 9

Saturday, March 18

Saturday, April 22

To register and for details about times and locations, call the VCES office at 757-591-4838. Advance registration is required, and these workshops fill up quickly, so don't wait. Sign up now!

### Protecting Your Source Water

As the much-needed [I-64 Widening Project](#) proceeds, construction is occurring over, around, and within the Lee Hall Reservoir. Fortunately, Waterworks staff takes very seriously their responsibility to protect our drinking water resources and has participated in this project since the preliminary design phase.

During construction, environmental engineering best practices are being implemented to reduce the risk of harm from stormwater runoff and automotive contaminants. Silt fences, check dams, and inlet protection are being used for erosion and sedimentation control.



*Orange turbidity curtains, like the one pictured here, are placed around construction zones to contain sediment and protect water quality.*

Weekly inspections and coordination with the contractor's team help to identify and prioritize any areas of concern and to minimize disturbance to the key tributaries around the reservoir.

When the project is complete, three new

retention ponds will mitigate runoff and help protect the reservoir from litter and other debris coming from the interstate. Moreover, the ponds will be invaluable should there ever be an accidental oil, fuel, or hazardous material spill.

Meanwhile, containment booms are being used to isolate construction zones in an effort to control sediment, reduce turbidity, and ensure the safe use of the reservoir for recreational use by the public.

### Check Us Out Online

Have you seen [Waterworks' new online account management website](#)? With a fresh, clean look designed for clarity and effortless online navigation, the new site offers enhanced security, heightened password protection, and a swift and easy payment option via secure text messaging.

The new system also provides mobile compatibility across any electronic device for payments on-the-go, the ability to maintain bill payment history, and simple click-to-pay e-billing so you can pay your bill without logging on.

A quick registration is all that's required to choose your payment method and make paying your bill a smooth and stress-free process. To sign up and ensure your next bill payment is quick and



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WATERWORKS MISSION: To provide high quality drinking water and support public health, safety, and the community with a professional team of dedicated employees, committed to excellence.

STRAIGHT from the TAP | winter 2017



## A Helping Hand to Those in Need



We use water every day without thinking twice about the safe, clean supply that flows freely from our faucets. In fact, we often take for granted the fact that whenever we need it, tap water is there for us. Unfortunately, some Waterworks customers face disconnection from water service due to an

unexpected crisis that has left them temporarily without the resources to pay their bills. In some cases, these individuals have experienced some type of personal crisis such as death, disability or unemployment.

But the [Help to Others \(H2O\) program](#) can provide relief. H2O is a community-based program that assists people in crisis through the generosity of people like you. Through H2O, families or individuals in danger of losing residential water service because of a family crisis can receive one-time financial assistance to pay their local public utility and/or HRSD bill.

You can help keep the water flowing by donating online at [HRSD's EZ Pay website](#) or by mailing a check, made payable to H2O, to: H2O Program, HRSD, P.O. Box 5917, Virginia Beach, VA 23471-0917. All donations are tax-deductible, and every cent goes to helping a local family in crisis. Your contribution just might give someone the one-time helping hand they need.

convenient, just follow these simple steps:

1. Visit [nnva.gov/Waterworks](http://nnva.gov/Waterworks).
2. Click "Pay Water Bill" in the top left corner of the page.
3. When the new log-in page appears, select the "New User? Register Here" link.
4. Complete the enrollment form and select your preferred notification and payment options.

You can use your e-mail address and new password to log into your account at any time in the future.

Customers with questions about the new system can call us at 757-926-1000 or e-mail us at [wwcustservice@nnva.gov](mailto:wwcustservice@nnva.gov).

## Prioritizing Pipeline Replacement

Maintaining 1,700 miles of water mains is critical to keeping the water flowing to our customers. But have you ever wondered how Waterworks decides which pipelines to replace? It's not an exact science, but deciding which pipes should be replaced — and when — does require sound judgment and sharp analytical skills. Here's how it's done.

Pipes are assessed and rated in a priority system using a wide range of criteria. Age is one factor considered, but it's not always the most important. In some cases older, large-diameter pipes can have a useful life of over 150 years. Other factors that



*Pipeline replacement projects, like the one shown above, are prioritized using a wide range of criteria, such as age, location, break rate, and coordination with other utility and road construction projects.*

weigh in the decision process include: break rate, cost of repair, criticality to the system, location, type of pipe material, fire protection, internal and external pipe condition, and coordination of events with other utilities and road construction projects.

Each year Waterworks prioritizes projects in our Distribution System Improvement Program and budgets funds to replace those pipelines. When the opportunity arises to coordinate a project with a locality's paving operations, the pipeline moves up the list. By working with the cities and counties in our service area, Waterworks is able to save money and minimize impacts to our customers.

**NEWPORT NEWS**  
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757-926-1000

Office Hours: 8 am - 5 pm | M-F  
Emergencies (nights, holidays and weekends) call the Waterworks dispatcher at 757-234-4800.