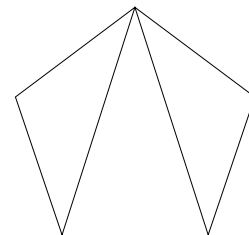


News and Information

From Newport News Waterworks



700 Town Center Drive, Newport News, Virginia 23606

For Immediate Release
October 26, 2009

Contact: Lee Ann Hartmann
Public Information Specialist
(757) 926-1155 office
(757) 882-6151 digital pager

Waterworks to close 2600 Washington Avenue Customer Center *Water and HRSD payments will be taken at City Treasurer's Office*

Newport News, VA – At the close of business, 5:00 pm, on Friday, October 30, Waterworks will cease its customer service operations at 2600 Washington Avenue in downtown Newport News and transfer bill payment services to the Newport News Treasurer's Office beginning Monday, November 2.

Waterworks Customer Service Manager, Darlene Mormon assures customers, "we're not leaving downtown. Customers can make Waterworks and HRSD payments at the City Treasurer's Office at Newport News City Hall just two blocks away." Mormon explains that a presence in downtown is important to those who live and work nearby including parts of Hampton. "Our other walk-in location is in City Center in Oyster Point which serves many of our customers in the northern and middle sections of our service area which includes Newport News, Poquoson, York County and parts of James City County."

The Newport News Treasurer's Office will only accept bill payments. All other water services such as payment extensions and turn on/turn off requests will be handled by the City Center location or by phone. Mormon also reminds customers that they can pay their water bill online at www.nngov.com/waterworks or by phone using a major credit card at 926-1000 (press option 4).

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Newport News Waterworks is a regional water utility serving nearly 400,000 customers in Hampton, Newport News, Poquoson, and parts of York and James City Counties.