

## • ANNOUNCEMENTS •

### New Meter Tampering Fee

Damage to Waterworks property and theft of water service costs Waterworks — and therefore our customers — thousands of dollars each year. In an effort to reduce these losses, the Newport News City Council recently passed an ordinance imposing a fee of \$100 on any individual who tampers with a water meter. Tampering includes turning the water on or off, removing a meter, removing the lock from a meter, or installing an unauthorized meter or other device to obtain water service.

Our hope is that this fee will act as a deterrent, rather than a revenue generator, and that the number of meter tampering cases we respond to each year will be greatly reduced.

### Monthly Billing Coming Soon!

Big changes are in the works that should make it easier for our customers to pay their utility bills. Waterworks plans to move from bi-monthly to monthly billing beginning July 1, 2018.

The move to a monthly bill comes at the request of customers who prefer smaller, more frequent bills to help with budgeting.



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In addition, the monthly bill will provide customers with more timely information about water usage and allow for earlier detection and prompt repair of plumbing leaks.

What does that mean for you?

- A bill will come from us every month
- Smaller, more manageable payments
- Better alignment with other bills and expenses
- More timely water usage information

The first bill you receive after July 1, will be a “transition bill” that will include anywhere from 30 to 62 days of service, depending on when your account was last billed. After that, you will be billed every month for approximately 30 days of service.

We hope you’ll find monthly bills to be more convenient and make household budgeting easier.

### Main Break Season Is Here

Water main breaks can be a common occurrence this time of year. Changing temperatures cause the water mains — and the soil around them — to expand and contract, putting stress on vulnerable areas. We’re fortunate that much of our system is

*continued on back*

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## Nip That Drip

Did you know the average American household wastes more than 10,000 gallons of water each year from easy-to-fix household leaks? This Fix a Leak Week, nip that drip in the bud. Visit [www.epa.gov/watersense](http://www.epa.gov/watersense).



March 19–25, 2018

**Fix a Leak Week**  
EPA WaterSense

*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.*



newer than the national average, but our repair crews are still very busy during the winter months.

Although freezing weather is often the cause of breaks this time of year, other factors also impact breaks. Changes in water pressure within the pipes, vibrations caused by heavy traffic or construction, the age of the pipe, and soil conditions, including flooding or erosion can all lead to water main breaks.

When a main break occurs, our top priority is to restore water service to any customer whose service is disrupted because of the break. We also want to stop the break from leaking as quickly as possible, to minimize safety issues and water loss. We have crews on call 24/7 to respond to main breaks anywhere in our service area, so if you suspect a break in your neighborhood, please call Waterworks customer service at 757-926-1000 (8 am - 5 pm, M-F). Nights, weekends, and holidays, please call our Emergency Dispatcher at 757-234-4800.



*Water mains are more likely to break when temperatures dip below freezing. Waterworks crews are ready to respond 24/7.*

## Waterworks Now Accepting Third Party Cash Payments

Waterworks now accepts payments through KUBRA EZ-PAY, a third-party payment system that makes paying utility bills easier for customers who prefer to pay with cash. For a small fee, these payments can be made at ACE Cash Express, CVS pharmacy, 7-11, and Family Dollar stores.

No more filling out and mailing money orders. No more spending precious time and

gas driving to a Waterworks office during business hours. Cash customers can simply download the convenient KUBRA EZ-PAY app and pay their bills at a retail store right in their own neighborhoods!



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To pay using KUBRA EZ-PAY, just follow the instructions in the app to generate a payment code. With the code in hand, simply:

1. Choose a store from the list of payment locations in the app.
2. Go to the store, hand the payment code to the store clerk, and tell them how much you want to pay.
3. Present cash to the clerk. Take the receipt as proof of payment. A payment confirmation will also be sent to your phone.

It can take up to four business days for payments to be received and posted by Waterworks, so be sure to allow extra time for payment processing to avoid late fees!

## Keep Your Meter Clear

We strive each day to provide our customers with the best possible service. One way you can help is to keep your water meter clear so that it can be read easily and accurately. Obstructions can prevent meter readers and maintenance crews from doing their jobs efficiently. A clear meter box makes it easy to ensure that it's safe, that the lid fits properly, and that the meter can be turned off quickly in an emergency.

Please keep parked vehicles, overgrown plants, yard debris, trash, and construction materials away from the meter box. And with winter weather here, our meter readers will be especially grateful if you clear the

snow and ice from your water meter after a snow storm!

If the lid to your meter box is missing or damaged, please call Waterworks Customer Service at 757-926-1000 or email us at [wwwcustservice@nnva.gov](mailto:wwwcustservice@nnva.gov).



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Office Hours: 8 am - 5 pm | M-F  
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