

• ANNOUNCEMENTS •

Waterwise Landscaping Guides Available

Many of you may be feeling the urge to get out in the garden and get your hands dirty. Before you do, take a look at our Water Wise Landscaping and Gardening Guide.

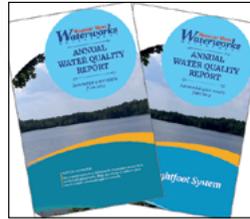
The guide was written specifically for the Mid-Atlantic region, so it has extensive details on how to plan and maintain a beautiful, water-wise landscape right here in Hampton Roads.

You can request a copy of the guide by calling Waterworks at 757-926-1000. Or you can download a copy at www.nnva.gov/179/Lawn-Landscaping. Do it today! Then get out there and indulge yourself with a little dirt under your nails.



Annual Water Quality Reports Now Available Online

Our annual water quality reports, summarizing the results of testing we conducted during calendar year 2017, are now available online or in print.



To download or read the report online, go to nnva.gov/waterqualityreport. If you'd prefer to read a paper copy, simply call us at 757-926-1000 and ask for a copy to be mailed to you. Be sure to specify if you want to read the report for our surface water system or the one for our Lightfoot system.

Monthly Billing Starts This Summer

Waterworks is making the change from bi-monthly to monthly billing beginning July 1. For many customers, this will mean smaller, more manageable bills that are better aligned with other expenses, making it easier to manage their household budgets.

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

The first bill you receive after July 1 will be a "transition bill," and depending on when your account was last billed, it will include approximately 30 to 62 days of service. After that, you'll be billed every month for approximately 30 days of service.

To learn more about monthly billing, go to nnva.gov/Monthly-Billing.

Contract Meter Readers

To prepare for the transition to monthly billing, Waterworks has engaged an outside contractor to handle some meter-reading functions. Alexander's Contract Services began reading meters in the Waterworks service area in February. Other than receiving a monthly bill starting in July, our customers should not experience any changes to their service as a result of the contracted meter reading.

Contracted meter readers are easily identified by their uniforms, reflective vests, and identification badges. The Alexander's logo is displayed prominently on all company vehicles.



Like us on Facebook to receive helpful tips, special announcements, and updates.

Plus, we get to hear from you!
[facebook.com/nnwaterworks](https://www.facebook.com/nnwaterworks)

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.



Call Before you Dig!

Every nine minutes an underground utility line is damaged because someone decides to dig without first calling 811.

When you call 811, each utility company with lines in the area is notified of your plans to dig, and they send professional locators to the site to mark the location of the underground lines.

Homeowners and contractors alike should call 811 before starting to dig on any project — large or small — to reduce the chance of hitting a line, which can lead to serious injuries, disrupted service to an entire neighborhood, and potential fines and repair costs.



Lines need to be marked for each separate project, such as putting up a fence, installing a mailbox, planting a tree, or building a deck. Call at least three working days before you dig to allow time for the locators to mark the lines. If you've hired a contractor, insist that the contractor calls 811 to have the lines marked.

Remember to Dig with **CARE**:

Call 8-1-1 before you dig.

Allow required time for marking.

Respect the marks.

Excavate carefully.

Waterworks Employees Give Back: Adopt-A-Spot



Members of the Adopt-A-Spot team pose with their haul after a February cleanup.

Waterworks proudly participates in the Adopt-A-Spot Program sponsored by the the City of Newport News Public Works Department and has been an active member of the program for nearly eight years. Waterworks is one of more than 60 City-wide teams that help the City stay clean of litter and trash.

Waterworks' "spot" is the (approximately) one-mile stretch of Industrial Park Drive between Jefferson Avenue and Warwick Boulevard. The team cleans the area four times a year, generally filling about 23 bags of trash each time. In addition to the typical collection of cans, bottles, and fast food bags, they've found clothing, car parts, and even pieces of furniture.

The Waterworks team consists of 26 employees who represent all six of our operational divisions and the Director's Office. Team membership is voluntary, and members donate their lunch breaks to conduct each cleanup.

Field Mobility

Waterworks is preparing to implement a mobile workforce system for our field technicians. The new system will allow Waterworks to electronically schedule and route service calls while tracking personnel and vehicles to improve efficiency.

Benefits of this mobile technology include reduced radio traffic, real-time updates to customer service representatives at the call center, and the elimination of paper work orders, which aligns with our green initiatives and dedication to environmental stewardship.

The easy-to-use system is designed to help field technicians better manage their daily workloads so they

can be more productive. The goal is to deliver a higher level of customer service by allowing field staff to do their jobs on-the-go, quickly and accurately.

After our Meter Operations group conducts a pilot program later this year, the system will be rolled out to other work groups in the Department.



Visit us:

nnva.gov/waterworks

Like us on Facebook:

[facebook.com/nnwaterworks](https://www.facebook.com/nnwaterworks)

757-926-1000

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