

ANNOUNCEMENTS

• It's cold outside, but we've got you covered! Pay your bill from the comfort and warmth of your home using any of these convenient ways:



By phone – call 757-926-1000 and choose option 2



Online – go to <https://myservices.nnww.nnva.gov/>



Via mobile app for Android or iPhone – search for “My NNWW WaterApp” or “Newport News Waterworks” at Google Play or the App Store.

• See running water on the streets or sidewalks? Or a water geyser in the middle of a road? Report the leak via our new portal at <https://myservices.nnww.nnva.gov/>. No account is necessary. Simply click “Contact Us” in the upper right hand corner. Always on the go? Use our mobile app!

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)

Old Wythe Gets New Pipes

Waterworks is in the midst of a three-phase project in the Old Wythe section of Hampton to replace aging pipes that have been experiencing high failure rates and causing discolored water concerns for customers in the area.

Phase I, which is already complete, included Cherokee Rd., Manteo Ave., and Kenmore Dr. (from Manteo Ave. to Cherokee Rd.). Phase II includes East Ave., Hollyberry St., Kenmore Dr. (from East Ave. to Cherokee Rd.), and LaSalle Ave. (from Kecoughtan Rd. to Chesapeake Ave.). Phase III will include Chesapeake Ave. from LaSalle Ave. to Algonquin Rd.

In total, Waterworks will replace approximately 8,865 feet of water mains ranging from 2 to 8 inches in diameter. These mains were installed between 1926 and 1977, and most are made of galvanized or cast iron. The new mains will be PVC pipe or ductile iron covered with 4-8 mil polywrap.

About 130 service lines (lines from the main to the meter) are located in the project area. These lines will be replaced as needed. In addition, Waterworks will replace seven existing fire hydrants and install three new ones.

As work is completed, Waterworks crews are putting down a temporary

layer of base asphalt in the areas they've disturbed. When the project is finished, these areas will be milled and overlaid with surface asphalt. With this project, area residents will benefit from

increased water flow, improved water quality, better fire protection, and smoother streets.

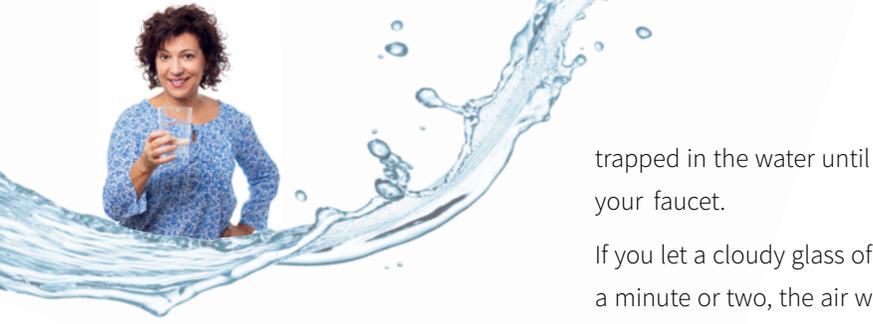
Customers in the impacted area can expect some temporary water service interruptions. Affected customers will be informed approximately 48 hours in advance.

The “Old Wythe Area” project is due to be completed by summer 2019 at a cost of approximately \$818,000.



Waterworks employees replace a section of six-inch pipe on Hollyberry Street in the Old Wythe part of Hampton.

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.



Glad You Asked

Q. Why does my water appear to be white, cloudy or milky?

A. During this time of year, when the water coming into the house is colder than the indoor temperature, your tap water may look cloudy. This is because cold water holds more air than warm water. In addition, the water in your pipes is under pressure, so the air is

trapped in the water until it comes out of your faucet.

If you let a cloudy glass of water stand for a minute or two, the air will escape on its own. Trapped air is a natural occurrence that happens every winter, and your tap water remains safe to drink.

If you ever have questions about your water quality, call us at 757-926-1000 or email us at wwcs@nnva.gov.



Photo courtesy of Massachusetts Water Resources Authority

Join Us for the 5th Anniversary of the One City Marathon!

Launched in March 2015 as an initiative to bring together the community and promote healthy living, the Newport News One City Marathon is a national event that attracts runners and their families from around the country.

As a Boston Marathon qualifying race, the One City Marathon is quickly becoming known in the running community as one of the best marathons in the Mid-Atlantic region due to its flat and fast course and festive atmosphere.

This year, in celebration of its fifth anniversary, the 2019 One City Marathon, is adding the One City Half

Marathon. So with the Nautical Mile Fun Run, the Anthem Maritime 8K, and a four-person relay, this race offers a distance for everyone.

In addition to the races on Sunday, March 3, the One City Marathon offers a full weekend of activities for runners and the entire community to

enjoy. Activities include a Health and Wellness Expo, a Pasta Dinner, a Women's Forum, a Family Fun and Fit Day, and more. With so much going on, it promises to be a great weekend, and we hope you'll join us!

You can register or learn more about the One City Marathon by going to onecitymarathon.com.



STRAIGHT from the TAP | winter 2019

Please Keep Your Meter Clear

For the safety and convenience of our meter readers, please keep your water meter free of yard debris (piles or bags of leaves) and any snow you may have had to shovel off the driveway.

Rain Barrel Workshops Return

Waterworks is once again partnering with the Newport News Master Gardeners, the Newport News Department of Public Works, and the Mariners' Museum and Park to offer rain barrel workshops.

For \$60 you can learn how to build, install, and maintain a rain barrel — and take one home! For more information or to register, call 757-591-4838. You must register in advance, and these workshops fill up quickly, so don't wait. Sign up now!



2019 Workshop Schedule

Feb 16	The Mariners' Museum
Mar 30	CNU Garden Symposium
Apr 27	The Mariners' Museum
June 1	The Mariners' Museum
Sept 7	Go Green Expo (Brittingham-Midtown Community Center)

Waterworks
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