

New Online Portal Coming Soon

Waterworks is launching a new online account portal this fall! With a more modern look and feel, the new portal will be easier for you to use while offering improved service options.

For example, you'll be able to place online requests for certain services, such as moving in/out and transferring your account to a new address. Other features include:

- Water usage graphs and data
- Conservation information
- Text, e-mail, and push notification options
- Strong security while remaining user friendly

For security purposes, if you're registered in our current online system, you'll need to re-register on the new portal and create a new login and password.

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

Plus, we get to hear from you!
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Waterworks Receives Award for Diascund Dam Project

Newport News Waterworks recently received the "Best Major Rehabilitation Project" award for publicly owned dams by the Virginia Lakes and Watersheds Association. In 2016, Waterworks demolished and rebuilt the Diascund Creek Reservoir Dam's principal spillway. The award recognizes that Waterworks' commitment to responsible dam ownership led to the spillway redesign effort.

During a routine safety inspection in 2011, the minor displacement of a single concrete slab was observed in the spillway. This prompted staff to conduct a comprehensive review of the dam's construction and repair history, leading to the troubling conclusion that there were deficiencies in the dam's original 1960 design. These deficiencies made the spillway especially susceptible to slab uplift during heavy storms, thus jeopardizing the structural integrity of the principal spillway — and in turn the dam itself.

This knowledge allowed Waterworks to address a potential failure before

a serious incident could occur. The pre-emptive effort to correct what could have been overlooked as a minor condition set the project apart from similar dam rehabilitation projects. The project also demonstrates the value of routine dam safety inspections by highly-qualified professionals. By



Diascund Creek Reservoir Dam's principal spillway now includes a more robust underdrain system, improved steel reinforcement, and polyvinyl chloride (PVC) waterstops for improved water-tightness.

taking proactive measures, Waterworks is protecting the public and safeguarding communities.

Ditch the Bottle – Drink Tap



Did you know? Your tap water costs less than a penny per gallon. When was the last time you could buy bottled water for a penny?

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. My bill shows Current Usage (HCF/Gal). What is HCF?

A. Waterworks uses meters that measure water consumption in units of one-hundred cubic feet or HCF. One HCF is equal to 748 gallons. Most people in the U.S. measure liquids by the gallon, so to make it easier for you to understand how much water you've used, we convert your water usage to gallons. To do this, we simply multiply the number of HCF you used by 748. We then show both the HCF usage and the conversion to gallons.

Beware of Utility Impostors

If someone shows up on your doorstep saying they are a Waterworks employee, here are some tips to help you verify that they work for us:

Waterworks field service employees DO NOT accept any form of payment during service calls and DO NOT collect payments door-to-door.

Service calls that may require an employee to enter a customer's home are scheduled in advance – and almost always by the customer – so Waterworks employees should not arrive unexpectedly and ask to be allowed inside.

Waterworks field staff wear clothing with “Newport News Waterworks” clearly visible, and our vehicles (usually blue) say

“Newport News Waterworks” on the door.

If someone comes to your door and says he/she is a Waterworks employee, please ask to see a City-issued identification badge. If you're still unsure, don't hesitate to call Water-

works customer service to verify (757-926-1000).

Most water meters in our area are located outside people's homes, so our employees

typically DO NOT require access to the house to read a meter or perform meter maintenance.

Waterworks does use an outside vendor (Alexander's Contract Services) to read some of our meters. Alexander's employees wear clothing that clearly identifies them as meter readers, and they drive vehicles with the Alexander's logo. They DO NOT require access to any customers' homes.

Finally, if you receive a call offering discounts, requesting account information, or offering to pay your bill, *it is a scam*. Waterworks DOES NOT call to ask for your account information, nor do we offer discounts for service.



Rain, ice, and snow can cause problems with water pipes.

Here are some tips for protecting your home's plumbing this winter.

OUTSIDE PLUMBING

- Caulk around pipes where they enter the house.
- Close all foundation vents.
- Wrap outside faucets with insulation or use molded foam-insulating covers, which are available at hardware stores.
- Disconnect garden hoses and drain in-ground irrigation systems

INSIDE PLUMBING

- Seal air leaks or cracks in the crawl space or basement. Air vents should be closed or covered from the inside.
- Make sure doors and windows near water pipes in the basement and garage are kept closed during cold weather. Insulate pipes in unheated areas, such as attics, crawl spaces, and basements.
- When below-freezing weather is forecast, open cupboard doors in the kitchen and bathrooms so these pipes will get more heat from inside your home.
- Let a slight drip of cold water run when temperatures dip below freezing.



What if the pipes freeze?

Thaw plumbing lines safely with a hair dryer or heat lamp. (NEVER use a blow torch!) Once the pipe has thawed, make sure to leave a little water running so the pipe doesn't freeze again.

Do not open the water meter box near the curb. This could increase the chance of freezing water at the meter!

What if a pipe breaks?

Close the main water shut-off line to your house. Most shut-off valves are located where the water line enters the house or near your clothes washer or water heater. Turn off the water heater. Locate the dedicated shut-off valve to the cold water inlet.

Remember, the repair of broken pipes on the customer's side of the meter is the customer's responsibility. Contact a plumber for repair work.



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nnva.gov/waterworks

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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.