

# Pipeline

Quarterly Newsletter  
**Fall 2025**



## ELEVATING OUR INFRASTRUCTURE

Investing in our infrastructure is an important part of delivering value to our customers. In Spring 2025, we launched a capital project to rehabilitate two of our water storage tanks in Woodbridge and Haymarket. The project aims to extend the tanks' lifespan by preventing peeling paint, rust and pitting.

Additionally, the tanks will receive new, specialized valves. These improvements will maintain water quality, enhance the tanks' reliability and help these important assets last longer. Well-maintained water storage tanks can have a lifespan of 75 to 100 years.

After the tank rehabilitation process is complete, Prince William Water will conduct routine cleaning and inspections followed by a full condition assessment every 15 years. By proactively maintaining and repairing our water towers, we are extending their useful life and avoiding lengthier, more expensive repairs. For more information about our Capital Improvement Program projects, [click here](#).

## WATER INSIGHTS | from Fiscal Year 2025

Below are some key facts and figures from Fiscal Year 2025, highlighting our commitment to exceptional customer service, environmental leadership and community engagement. Visit [www.PrinceWilliamWater.org](http://www.PrinceWilliamWater.org) to view other resources, including our Water Quality Reports, Customer Handbook and financial reports.

**10.4 BILLION GALLONS**



**OF WASTEWATER TREATED**

at our H.L. Mooney Advanced Water Reclamation Facility (AWRF) and by the Upper Occoquan Service Authority

**12.2 BILLION GALLONS**



**OF DRINKING WATER**

distributed to our customers. That would fill 6,100 large-capacity water towers!



**99.999% SERVICE RELIABILITY,**

which means an average outage time of **1.72 MINUTES PER CUSTOMER**

Customers rated their interactions with Prince William Water staff at

**9.3 ON A 10-POINT SCALE**



**100%**

**COMPLIANCE**

at Mooney AWRF for the **16TH CONSECUTIVE YEAR**, placing us in the **TOP 1%** of wastewater facilities in the nation



**LEAD-SAFE PRINCE WILLIAM**

All of the water systems and pipes Prince William Water owns and maintains are non-lead



Engaged with **MORE THAN 20,000 COMMUNITY MEMBERS** at public and school-based events



## Getting to Know...



**Navdeep Nara**  
Enterprise Applications Manager

### How long have you worked with Prince William Water?

I started on March 23, 2020, as a Systems Analyst. It was the exact Monday we were asked to work remotely due to COVID.

### What are your daily responsibilities?

As the Enterprise Applications Manager, I oversee the direction, daily operations and ongoing projects related to enterprise systems. I align technology initiatives with business objectives, ensuring these mission-critical systems support both internal and external teams.

### What was your involvement with the Prince William Water mobile app?

I was the Project Manager for the mobile app. The project began in February 2024 and the app launched in June 2024. The mobile app deployment demonstrates our commitment to innovation, accessibility and delivering modern services that meet the evolving expectations of customers.

### What are the features of the app?

- Available on both Apple App and Google Play stores.
- Customers have full access to their accounts:
  - Sign up for an account.
  - View and pay bills online.
  - Review transaction and payment history.
  - Analyze and download water usage.
- Report a problem form.
- Get emergency notifications about their water service.
- Get answers quickly through a chatbot.

WHAT DO YOU THINK?



Do you have feedback on the mobile app? Please fill out [this survey](#).

## Meet the H2GO Kids Water Superheroes!



**Clara Cascade**

Clara, one of our H2Go Kids, is a cheerful little water drop with a big superpower. She is named after the last step in our water reclamation process where treated wastewater tumbles down a cascade—or series of steps—naturally adding oxygen as it flows into Neabsco Creek. Just like water, Clara

ripples out to the community, spreading waves of knowledge about sustainability and conservation. Thanks to Clara Cascade, homes, schools and businesses in Prince William County know how to use water wisely and protect our water resources.



Scan the QR code or [click here](#) to tap into more fun and learning with free, printable H2Go Kids activities and online educational content.

## What's on the Web

### Report a Problem



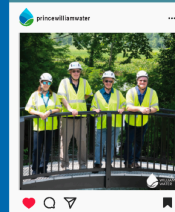
Our Report a Problem feature makes it easy for you to contact us about your account, water or sewer infrastructure, water quality and more!

Whether you want to tell us about a missing manhole lid, report low water pressure or submit an account inquiry, we are committed to providing exceptional customer service.

View the Report a Problem form [by clicking here](#) and add it to your bookmarks for easy access or download our mobile app for on-the-go reporting.

## FOLLOW US ON SOCIAL MEDIA

Our Facebook, X, Instagram and LinkedIn pages feature our latest news, customer tips, cool videos and more!



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Info@pwwater.org  
www.princewilliamwater.org  
(703)335-7900

P.O. Box 2266  
Woodbridge, VA 22195

Prince William Water | PO Box 2266 | Woodbridge, VA 22195 US

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