

# Pipeline

Quarterly Newsletter  
WINTER 2026

Your Water • Your Environment • Our Mission



## THIS WINTER, DON'T BE TOO SALTY

Excessive sidewalk and driveway salt can wash into our local waterways, including our drinking water sources. Prevent harm to our precious rivers, streams, lakes and the Chesapeake Bay by using salt properly:



Clear snow before salting to make salt more effective.



To reduce or eliminate the need for salt, start by removing ice from your driveway and sidewalk with an aluminum-edged shovel.



Place salt in specific spots where it's needed, rather than randomly scattering it.



Use less salt. A 12-ounce mug of salt should cover about 10 sidewalk squares.



Sweep up and reuse leftover salt.

Visit our website for more information: <https://bit.ly/4hKLLX>

### What's on the Web

#### Customer Assistance



Prince William Water has several options available for customers needing assistance with their water and sewer bills:

- Call our Customer Service Department, Monday-Friday, 8 a.m.-5 p.m., to discuss flexible payment arrangements or extensions.
- Visit our Financial Assistance [webpage](#) by scanning the QR code above for information about our Temporary Assistance Program (TAP) and other community resources.

If you are able to help others in need, consider the following:

- Donate to TAP.
- Pay a friend's, neighbor's or relative's Prince William Water bill through our Helping Hand program.



## BEHIND THE TAP

With Prince William Water

We have launched Prince William Water's first podcast! "Behind the Tap" is a quarterly video podcast where we will interview team members, answer customer questions and highlight how we can all protect water resources.

The first episode focuses on Imagine a Day Without Water. Communications & Community Engagement Director Kathy Bentz interviews our Deputy General Manager/Chief Administrative Officer Ari Nelson, and they touch on important topics like wise water use; smart salt use; and proper disposal of fats, oils and grease.

"Behind the Tap" demystifies how we deliver clean drinking water and reclaim wastewater for our 380,000 customers in Prince William County. The podcast and related content are available on our website at <https://bit.ly/48ksiyu>. You can also follow "Behind the Tap" on YouTube, Spotify and Apple Podcasts.



## MAKING SURE WATER FLOWS 24/7

Prince William Water is committed to delivering clean, safe and reliable water—every time you turn on the tap. Behind the scenes, our employees work around the clock to maintain 99.999% service reliability.



### Dispatchers

Our Emergency Dispatch team answers calls around the clock from customers reporting issues like low water pressure or a leaking manhole. Dispatchers are trained to ask the right questions and ensure a prompt response to our customers.



### Emergency Response Teams

Water main breaks can happen anytime. Our Operations & Maintenance teams deploy quickly and work until the break is resolved, regardless of the time of day or the weather. They are the heroes who make sure our customers stay connected to water service.



### Facility Operators

Our H.L. Mooney Advanced Water Reclamation Facility treats 5.4 billion gallons of wastewater annually for customers in eastern Prince William County. Skilled operators work in shifts 24/7/365 to keep this complex system running smoothly.



### Emergency Preparedness

We maintain and exercise various emergency preparedness plans, and we have real-time, remote monitoring of many Prince William Water systems and facilities.



### Need Help After Hours?

Call Emergency Dispatch at (703) 335-7990 or visit our website at [www.PrinceWilliamWater.org](http://www.PrinceWilliamWater.org) and click "Report a Problem" at the top of the page.

## Meet the H2GO Kids Water Superheroes!



Eco the Guardian

Eco the Guardian is a mighty water protector with a heart full of care! Eco shields aquatic life from harm, ensuring reclaimed water nourishes and sustains thriving, healthy environments. When winter arrives, Eco suits up for the season, reminding everyone to be salt smart and protect their pipes by properly disposing of fats, oils and grease! Being smart about salt prevents extra salt from sneaking into our waterways. Protecting your pipes can stop clogs that might damage them or cause sewer overflows.



Scan the QR code or visit <https://bit.ly/3EpdTot> to tap into more fun and learning with free, printable H2Go Kids activities and online educational content.



## PRACTICING SKILLS AT OPERATOR CHALLENGES

Prince William Water employee teams compete in water and wastewater industry challenges that sharpen the essential skills needed to deliver safe, reliable service. In September, our wastewater team competed for the first time in events focused on lab testing, safety and maintenance.

In October, our drinking water team—the Hammerheads—participated in the statewide Utility Rodeo in Roanoke. In Hydrant Hysteria, we won first place overall and our women's team was competitive in their division.

Other Hammerheads took first place in meter assembly and pipe tapping. These first-place wins qualify them for a national competition.

### FOLLOW US ON SOCIAL MEDIA



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



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한국어로 읽기

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