

## **Bull Run Mountain and Evergreen Water Supply Improvements Program Frequently Asked Questions (FAQ)**

### **1. What work and changes to the water supply system will result from this program?**

This Bull Run Mountain and Evergreen Water Supply Improvements Program consists of three primary components:

- Expanding the existing well system to increase the water supply;
- Modifying existing and new wells to enhance water quality; and
- Constructing piped connections between the new wells and the existing distribution system.

Service Authority customers may experience a very slight change in water taste and smell as the project nears completion due to the introduction of chlorine for water disinfection.

### **2. Why is the Service Authority conducting this program now?**

As with all groundwater well systems, the chemistry and availability of groundwater changes over time. These changes result from numerous possible causes. Among these are changes in underground geological formations, changes in groundwater patterns and changes as a result of new wells in the area. The Service Authority has operated the wells that supply Bull Run Mountain and Evergreen since 1990 and, based on the changes we have observed, has determined this is an appropriate time to move forward with the program.

### **3. Is there a problem with our water supply on Bull Run Mountain and Evergreen?**

No. The program is designed to make the existing well system even more reliable as well as more resilient to system emergencies, such as water main breaks.

### **4. How long will the program last?**

While an exact timeline has not been determined, the Service Authority expects the program to begin during spring 2019 and require approximately two years to complete all construction, secure all permitting and obtain easement and access rights to our facilities.

### **5. Why did I receive a letter from the Service Authority about this project?**

In March 2019, the Service Authority sent letters to more than 1,600 property owners in the Bull Run Mountain, Evergreen and surrounding area. The letter was intended to inform a broad area of the community that activity by the Service Authority and its contractors would be increasing over the next few months. The notification letter was sent to both Service Authority customers and non-customers in this area.

### **6. Will you be coming onto my property for the survey work?**

The Service Authority will only request access to private property if necessary to complete the geophysical survey work. We will not access any private property without obtaining permission beforehand. If we do request access to your property for the geophysical surveys, it will last a very short time and we will leave the property as we found it, with the potential exceptions of some minor brush clearing and small flags used to identify faults and lineaments at the ground surface.

**7. Will this program affect private wells on Bull Run Mountain or at Evergreen?**

No. This project is being specifically designed to eliminate or greatly mitigate impacts to surrounding wells. However, the Service Authority would not be able to definitively demonstrate “no impact” unless private well owners were to give us permission to monitor their wells during our long-term pumping tests.

**8. Will this program impact the existing water distribution system for Bull Run Mountain or Evergreen?**

No. This program will enhance the reliability of the existing groundwater well network and water supply system only. It will not impact the existing water main distribution network.

**9. Once the program is complete, will I have an opportunity to become a Service Authority customer?**

Every resident on Bull Run Mountain and in Evergreen currently has the opportunity to become a Service Authority customer. The process of applying for and obtaining access to the Service Authority’s public water system will remain unchanged through the course of this program. You can learn more about this at <https://www.pwcsa.org/service-connection-policy>.

**10. Will this program impact current water rates for existing Service Authority customers?**

No. This program will not impact current water rates. Water rates are determined on a three-year cycle based on audit results by an independent, third-party firm. The Service Authority’s Board of Directors approves all changes to water rates.

**11. What other options has the Service Authority considered for improving the reliability of the water supply on Bull Run Mountain and at Evergreen? Why was this program selected?**

The Service Authority has evaluated a number of other options to enhance the water supply and water quality on Bull Run Mountain and at Evergreen, and this program has been determined to be the most cost-effective and practical solution.

**12. Once you complete this project, will I have to become a Service Authority customer?**

No. The purpose of the project is to enhance the drinking water supply and quality available for current Service Authority customers on Bull Run Mountain and at Evergreen, and for those in our current area of service who may elect to become customers in the future.

**13. Is the goal of this project to expand the Service Authority’s service area?**

No. This project does not expand our service area. It is intended only to ensure the continued level of service to our current customers and to provide sufficient water for others within our existing service who decide to become Service Authority customers.

**14. How will this project impact the Rural Crescent?**

The Service Authority’s project has no bearing on the Rural Crescent. Its purpose is to enhance the drinking water supply and quality available to current and future Service Authority customers residing within our area of service on Bull Run Mountain and at Evergreen.

**15. What is the quality of our water on Bull Run Mountain and Evergreen?**

Excellent! Water quality in the Bull Run Mountain and Evergreen service area continues to meet or exceed all Virginia Department of Health standards. This project is intended to ensure that this level of service continues into the future as the existing infrastructure ages. Each year, the Service Authority develops a report that details the water chemistry in our distribution systems. The 2018 Water Quality Report for the Bull Run Mountain and Evergreen Distribution System can be found on our website at: <https://www.pwcsa.org/water-quality/water-quality-reports>

**16. Will this program disturb our roads or affect emergency access?**

No. This program will not cause disturbances to existing roads or emergency access.

**17. I am concerned about noise. What noise impacts will this program have on Bull Run Mountain or at Evergreen?**

This program will have some minor noise impacts in a later phase as some small excavating and boring equipment will be required to complete the work. However, this work will only occur on weekdays between 8 a.m. and 4 p.m. and will more than likely occur in locations that are well-buffered from residential locations.

**18. Where can I find more information on this program?**

The Service Authority maintains and regularly updates a project page for this program on its website, located at <https://www.pwcsa.org/brme-project>. In addition, the Service Authority will be conducting public information meetings to provide updates about the program and give residents an opportunity to ask questions. Finally, if you have specific questions, you can call 703-335-7980 during regular business hours.