

## **FREQUENTLY ASKED QUESTIONS** **(Updated 1.24.2024)**

- 1. How will Service Authority customers benefit from this project?**  
This project will increase drinking water capacity transmission and enhance system reliability for existing and future customers in eastern Prince William County.
- 2. Who is managing this project?**  
The construction process is being managed by Fairfax Water, in coordination with the Prince William County Service Authority (PWCSA) and Virginia American Water (VA American).
- 3. What is the timeline for construction?**  
Construction is anticipated to be completed by Winter 2024.
- 4. How will this construction project affect the Town of Occoquan?**  
The tunnels for the new water mains will be bored under the Occoquan River and River Park in the Town of Occoquan, with an excavation outside of the public areas, and behind the rear fence of River Park. Park operations will continue as usual throughout the construction process, and the tunnel will not affect the Park. The public will occasionally see construction materials and heavy equipment being transported in and out of the construction site.
- 5. What are the Service Authority's plans for restoring the roads to their existing condition?**  
The Service Authority will coordinate with Fairfax Water to ensure that all property affected by construction activities is returned to its original or better condition. The existing condition of the property was documented with photographs and notes prior to construction to ensure that post-construction restoration complies with the Service Authority's standards.
- 6. Will my water service be interrupted during this project?**  
The Service Authority will coordinate with Fairfax Water to ensure the water service is maintained at all times and to reduce any service interruption to the extent possible. If water service must be interrupted during construction, the affected customers will be notified at least 24 hours in advance via U.S. mail and the duration of the interruption will be as brief as possible. This information will also be posted on the project website.
- 7. Will the Contractor be required to keep the construction site clean?**  
The Service Authority will coordinate with Fairfax Water to ensure daily cleanup of the affected areas.

8. **Will access to the community be maintained?**

Yes. Access for emergency services, trash, mail, mass transit and other services will be maintained at all times. The Contractor will give advance notice to affected residents and businesses adjacent to the work if there is a necessity to temporarily obstruct the access to their property.

9. **What communities will this construction impact?**

The majority of the work will happen in the areas behind River Mill Park. However, construction will also occur along Tanyard Hill Road at the limits of the Town of Occoquan.

10. **What are the approved work hours for this project?**

The Contractor hours will be from 7:00 a.m. to 6:00 p.m.

11. **Where will Contractor vehicles park?**

The Contractor will park in designated areas away from public roads to minimize impact to the community.

12. **Who can I call to get information about the Project?**

You can access information about the status and schedule of the project by visiting [www.pwcsa.org/OccoquanRiverCrossing](http://www.pwcsa.org/OccoquanRiverCrossing). In addition, you can email the Project Manager Sandra Hernando at [OccoquanRiverXing@pwcsa.org](mailto:OccoquanRiverXing@pwcsa.org).

For immediate assistance, please contact the Emergency Dispatch at (703) 335-7982.