

*Learn how your water utility is serving you and your community.*

# The Pipeline

SPRING 2019



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## Water Data on Tap

For home beer brewer Keith Skinner of Lake Ridge, it all starts with his kitchen sink faucet.

“Water is the prevalent ingredient in beer,” said Skinner, who has been home brewing for 21 years. “You have to know how to tweak it, which starts with removing the chlorine with a carbon filter.”

Skinner can now check specifics, such as the calcium and pH levels of his tap water, by referring to the Service Authority’s new Quarterly Water Data Report, an information resource available online at [PWCSA.org](http://PWCSA.org). The report contains a range of data, some of which comes in handy for beer production or even coffee makers, said Service Authority Regulatory Affairs Officer John DeRosa.

“This report is another example of the transparency the Service Authority provides its customers about its drinking water,” said DeRosa. “We are thrilled that folks like Mr. Skinner will use it to further their interests, hobbies or businesses.”



## Water Ambassadors, Unite!

The Service Authority will soon be seeking new recruits for its summer 2019 Water Academy!

Entering its third year, the five-session course informs customers and community members about the Service Authority's role as the water services provider for nearly 350,000 people in Prince William County. The Water Academy includes presentations, hands-on activities and tours of Service Authority facilities. There is no fee to attend the program, which has attracted local teachers, science and engineering professionals, business owners and community volunteers.

"As a contractor in the plumbing industry, I got a firsthand look at the Service Authority's strong community involvement and was introduced to the inner workings of the utility," said 2018 attendee Bridget Lang. "I highly recommend this course!"

The Service Authority will begin accepting applications for the 2019 Water Academy on April 15 at [PWCSA.org](http://PWCSA.org).



## You Ask, We Answer

Why does my tap water sometimes look discolored after a water main break in or near my community?

The discoloration can result from sediment and/or air in the distribution lines. To help address such occurrences, crews flush out the water mains by opening hydrants near the site of the repair. Once water quality has been tested and service has been restored, your water should be clear again after running it through your faucet for a few minutes.



# Pipeline Pal!

Meet Our Spring 2019 Pipeline Pal!

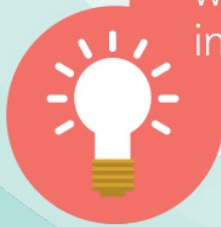
We asked, "What does water mean to you?"

Dumfries resident Eileen Thrall said, "We certainly can't do without it. Many people around the world don't have clean water. But here in Prince William County, we are very lucky."



## A Fresh Look

The Service Authority's newly redesigned Customer Handbook is available online! Simply visit [PWCSA.org](http://PWCSA.org), and go to the Customers section of the website. The handbook is a great source of information for new and existing customers!



Customer Tip

## Getting to Know . . .

Zvi Gruenspecht  
Emergency Preparedness & Security Manager



### **When did you start at the Service Authority?**

I started in May 2018.

### **What is the best thing about working for the Service Authority?**

The staff's commitment to addressing challenges. I've also gained a much better appreciation for how intricately connected everybody is to the water and wastewater system.

### **What do you do for fun outside of work?**

Watch baseball, travel, cook, watch Netflix. I get enough excitement

at work when there are emergencies. I don't want anything too exciting in my outside life.

### Did you know?

A University of Maryland graduate, Zvi has worn a variety of hats for the College Park Volunteer Fire Department for the last 13 years, including serving as an emergency medical technician and an emergency medical services captain.



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