

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

The Pipeline



SUMMER 2019



SA Service Authority
Exceptional Water Service

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An Eye in the Sky

The Service Authority recently implemented camera-equipped drone technology to inspect three of its elevated water storage tanks.

During the inspection of one of its tanks, the Service Authority discovered that an access hatch situated high up on the exterior of the tank was open. Instead of including the hatch closing as part of an all-day manual inspection, field staff quickly closed the hatch after viewing video footage provided by the drone's on-board camera.

According to Operations & Maintenance Contract Specialist Micah Archibald, drones are a huge time saver as well as a much safer method of inspecting water storage tanks, some of which reach up to 200 feet high.

"Manually inspecting just one tank can take an entire day," said Archibald. "A drone can do the same work in just a few hours in an equally, if not more effective, manner."

Connecting with Classrooms

The Service Authority just wrapped up another highly successful year of school outreach.

In 2018-19, the Community Outreach team engaged with nearly 10,000 students from Prince William County through classroom visits, tours of the H.L. Mooney Advanced Water Reclamation Facility and more than 20 special events. The classroom visits included more than 100 presentations at Title I

Schools, which have a high percentage of children from low-income families.

In addition, this spring's Water Art Invitational – an annual Service Authority art competition for Prince William County high school students – received a record number of entries.

“The Service Authority is always looking for new and creative ways to inform and educate young minds about the importance of clean water,” said Education & Outreach Assistant Michelle Bouchard. “We had a tremendous year, and we’re looking forward to an even better one in 2019-2020.”

For more information about the Service Authority's School Outreach Program, visit <http://bit.ly/PWCSAOutreach>.



You Ask, We Answer

What is the best time of day to water my lawn?

The best time to water your lawn is between midnight and 5 a.m. when cooler temperatures keep evaporation to a minimum.



Pipeline Pal!

Meet Our Summer 2019 Pipeline Pal!
We asked, "What does water mean to you?"



Lake Terrapin resident Kim Taylor said, "Having been born and raised in the United States, I am incredibly appreciative and aware of our clean and readily available water resources. I have always been keenly aware of how lucky we are to have the infrastructure our government system provides – be it transportation, electricity, education, sewage, refuse or water. Our unity as a society and general agreement that these things are good, important and necessary makes this possible."

A recent study found that 20 percent of children in the U.S. never drink water. Inspire your kiddos to drink more H₂O by adding fruit or some creative ice cube shapes to their drink.



Customer Tip

Getting to Know ...

Gerry Neher
Customer Service Representative



When did you start at the Service Authority?

I started in 2007.

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

The people I work with are all really nice. I also like being part of something

important. Water is essential. Before I worked here, I never would have given the idea of clean water any real thought.

What is your ideal vacation destination?

I'd like to visit the Swiss Alps someday. Being up at that high level would be kind of cool, just being on top of the world.

Did you know?

Gerry is a huge fan of Halloween. Some of his company Halloween party getups include Colonel Sanders, Patrick from SpongeBob and the Kool-Aid Man.



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