

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

The PIPELINE

Summer
2020



SA Service Authority
Exceptional Water Service

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FLUSH WATER PIPES BEFORE REOCCUPYING BUILDINGS



If the tap water in your home your home has been for a week or longer, flush stagnant water from pipes in the structure to replenish plumbing with fresh, disinfected water from the distribution system.

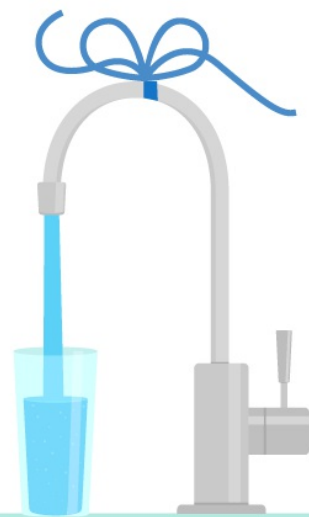
- Flush cold water through all plumbing fixtures for at least 15 minutes, starting with those located closest to where water enters the building from the service line.
- Flush hot water through all plumbing fixtures until the water runs cold. Alternately, drain hot water tanks directly.
- Clean plumbing fixtures according to manufacturers' directions.
- Replace all filters in appliances that use water, such as refrigerators, ice makers and dishwashers.

Click below for more detailed guidance.

[Learn More](#)

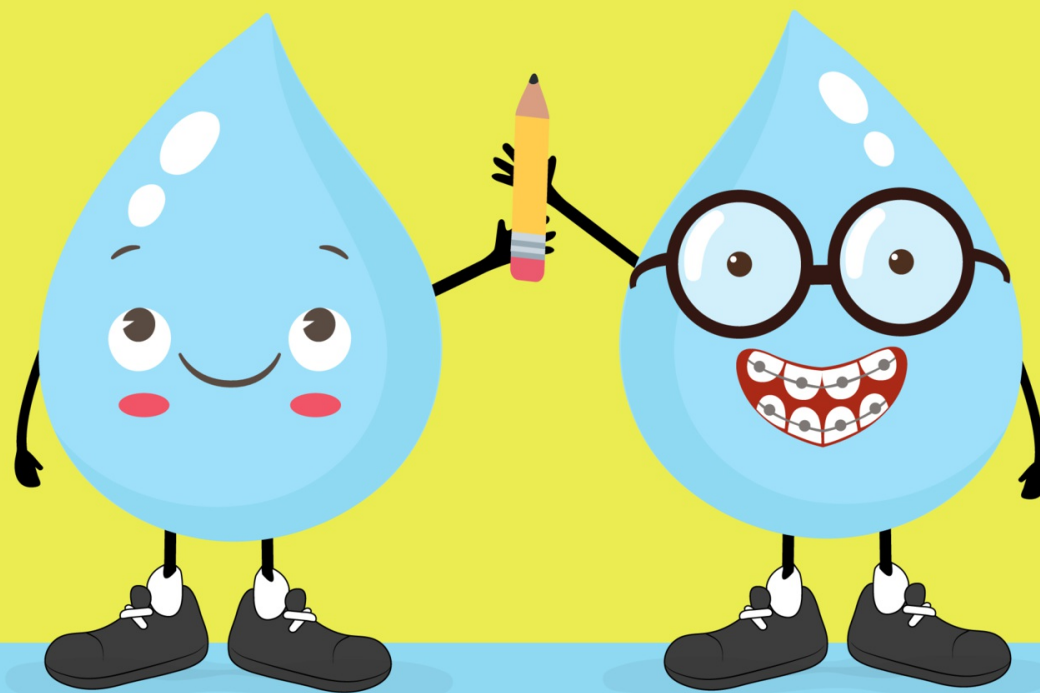
Contribute Compassion

Please consider donating to the Service Authority's Temporary Assistance Program (TAP) to help fellow customers who are unable to pay their water bills during challenging times. You can contribute through our online Customer Self Service portal or by calling (703) 335-7950.



[Learn More](#)

Ready, Set,



H₂GO KIDS!

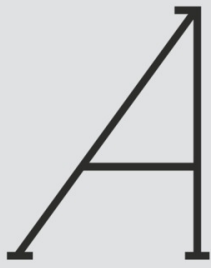
Looking for educational activities that can keep your children or students engaged this summer? The Service Authority's new H2Go Kids online learning hub features printable mazes, word searches, coloring sheets and other resources that will light up young imaginations. Click below for enlightening explorations into the wonderful world of water.

[Let's H2Go!](#)

You Ask,
We Answer



What is the source of my drinking water?



The drinking water that the Service Authority distributes to its customers in eastern Prince William County is drawn from the Occoquan Reservoir. The Potomac River and Lake Manassas are the source waters for customers in the western part of the County.

We Also Care for Air

One of the ways the Service Authority keeps its air pollution footprint very low is by using mercury-removal technology in the solids incineration process at the H.L. Mooney Advanced Water Reclamation Facility.

Mercury is found in small amounts in human waste for a variety of reasons, including the consumption of certain types of fish. The Service Authority incinerates the solids that get removed from wastewater during the treatment process. During incineration, a “scrubber” in the exhaust system removes all but one hundredth of a pound of mercury per day from the emissions – well under the 7.1 pounds permitted by the Environmental Protection Agency.

“The Service Authority has a proven record of meeting federal and state regulations,” said Process Engineer Maureen O’Shaughnessy. “It’s a pleasure to go that extra mile to protect both water and air.”



Pipeline Pal

**Meet Our Summer 2020
Pipeline Pal!**



We asked, “What does water mean to you?”

“Water is one of the most important substances to stay alive, second only to oxygen,” said Bristow resident Pam Edwards. “That’s not just for human beings. Plants, insects and animals are also dependent on water. Without them, we would have no food. Without water, there would be no life! I am grateful to be living in a place that makes sure we have clean water to drink.”

Getting to Know ...

Jerry Pavone
Environmental Technician

When did you start at the Service Authority?

I started in April of 2018.

What is a typical day like for you at the SA?

We collect water samples from the distribution system, take them back to the lab, and then check them for chlorine levels and run bacterial tests.



What is the best thing about working for the SA?

The Environmental Techs in our group are versatile. At my last job, we were always in the lab. We're kind of split here between the lab and the field, so there's always a lot going on. You never fall into a rut.

Did you know?

Jerry used to work at a laboratory in Pennsylvania that performed up to 1,000 bacteriological tests a month on soft serve ice cream machines during the summer.



To learn more about our COVID-19 response, visit [click here!](#)

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