

The PIPELINE

Spring
2020

COVID-19 RESPONSE



Maintaining
uninterrupted
water services



Providing a variety
of customer service
options



Supporting the
health of customers
and employees



Suspending service
disconnections

www.pwcsa.org

ENSURING CONTINUITY OF SERVICE DURING COVID-19



Service Authority customers can continue to use and drink their tap water with confidence. Our drinking water suppliers, Fairfax Water and the City of Manassas, use treatment processes with multiple barriers, including disinfection and filtration, which kill or remove viruses from drinking water.

As a responsible partner in reducing potential further transmission of coronavirus 2019 (COVID-19), **all Prince William County Service Authority facilities are closed to the public until further notice.** This will have no impact on our customers' water services, which will remain uninterrupted. Though the Raymond Spittle Building and the Durward E. Grubbs Environmental Center in Woodbridge, Virginia, are closed to the public, Service Authority employees will continue reporting to work physically or telework remotely. All departments remain staffed and operational.

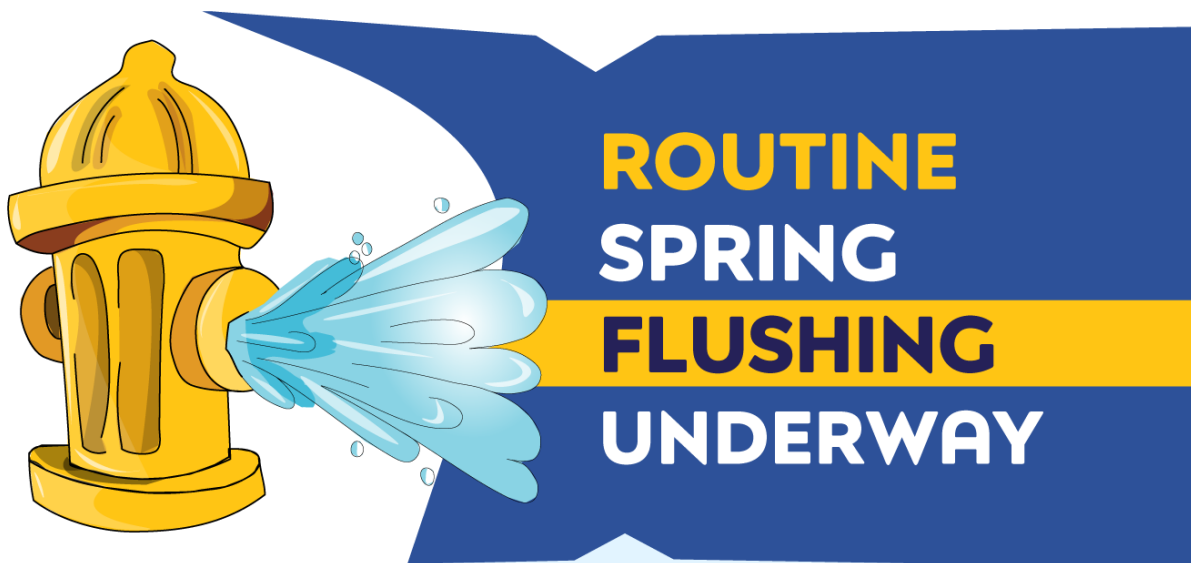
Service Authority customers can continue to communicate and conduct business with us in a variety of ways.

- The Customer Service Department can be reached by calling (703) 335-7950, Monday through Friday, 8 a.m. to 5 p.m., emailing customerservice@pwcsa.org, or mailing correspondence to P.O. Box 2266, Woodbridge, VA 22195.
- Customers can continue to make payments 24 hours a day through our online customer self-service portal, automated phone system, by mail or at three drop box locations. To see all available payment options, [click here](#).
- Call Emergency Dispatch at (703) 335-7990 if you experience a water or sewer service emergency after business hours.
- Email COVID19@pwcsa.org with any questions about COVID-19 as they relate to drinking water quality.

We encourage customers to pay electronically and "go green" by signing up for e-Bill to receive an email instead of a paper bill when your monthly bill is ready to view online. Simply [log in](#) to your existing account or [create a new account](#), then click on "e-Bill Preferences." You can also complete the e-Bill section on the back of your paper bill payment coupon or contact our Customer Service Department to enroll.

To assist our customers during this time, service disconnects remain suspended until further notice.

For ongoing updates about the Service Authority's response to the COVID-19 pandemic, [click here](#).



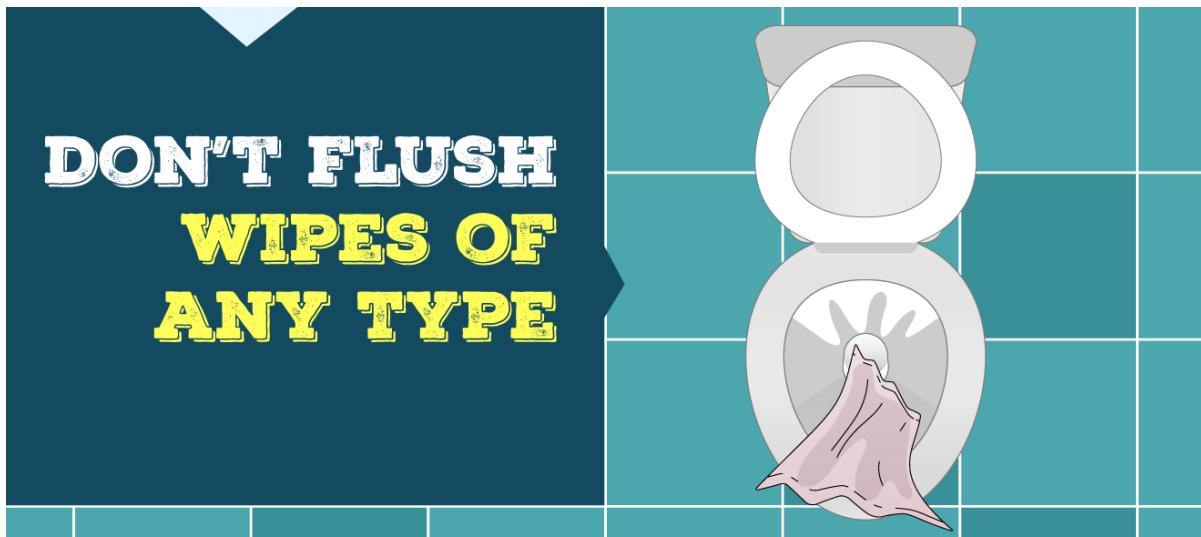
Between late March and mid-June, the Prince William County Service Authority will conduct its annual spring flushing of the water distribution system. **This is a routine maintenance process and is NOT related to the coronavirus pandemic.**

Each spring, the Service Authority's drinking water providers – Fairfax Water and the City of Manassas – temporarily change the primary disinfectant in their water treatment process from chloramines to free chlorine. Our water providers indicate that this temporary change facilitates an effective flushing program for the distribution system and is a drinking water industry best practice. As part of this annual maintenance program, the Service Authority will be flushing its water mains by opening some fire hydrants and allowing them to flow freely for a short period of time. Customers might notice the following during spring flushing:

- Service Authority personnel and trucks performing hydrant flushing activities in their neighborhoods.
- A slight chlorine smell in their tap water. We suggest that customers refrigerate tap water or use water filters to reduce chlorine odor.
- Brief periods of cloudiness in their tap water. The Service Authority recommends running the cold-water tap for approximately two minutes to reduce cloudiness.

To view Frequently Asked Questions about the Spring Flushing Program, [click here](#).

The Service Authority will also provide updates about its Spring Flushing Program on its [Facebook](#) and [Twitter](#) feeds. These updates will specify the areas of the County where our crews will be flushing during specific time frames.



Don't treat your toilet like a trash can. **The only things that should ever be flushed down the commode are pee, poop and toilet paper.**

Increased use of personal hygiene and disinfecting wipes related to concerns about the Coronavirus can wreak havoc on both your plumbing and the sanitary sewer system.

Unlike toilet paper, many wipes labeled "flushable" contain plastic-based materials that do not disintegrate in water and should not be flushed down any drain. If they come into contact with fats, oil and grease in sewer lines, they can congeal to form "fatbergs" that can cause sewage backups into properties and sanitary sewer overflows into the environment.

Paper towel, facial tissue and feminine products can also cause damaging backups and overflows.
Please toss these items in the garbage to keep your plumbing and the Service Authority's sanitary sewer system in good working order.

