



C U S T O M E R H A N D B O O K

LOUDOUN  WATER

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USEFUL PHONE NUMBERS

Customer Service.....	571.291.7880
After Hours Emergency Service.....	571.291.7878
Administration.....	571.291.7700
Town of Leesburg Water and Sewer.....	703.777.2701
Loudoun County Main Number.....	703.777.0100
Loudoun County Sheriff's Office.....	703.777.1021
Loudoun County Landfill.....	703.771.5500
Solid Waste Disposal.....	703.777.0187
Recycling.....	703.771.5318
RV Waste Dumping.....	703.737.7100
Miss Utility.....	811
Virginia DOT (Highway Department).....	511

Nuestro Manual del Consumidor se encuentra disponible en español. Puede descargar una copia de nuestro sitio de internet, www.loudounwater.org o llamar a los Servicios al Consumidor en el 571.291.7880.

We invite you to come check out the Aquary (ā•kwee•air•ee) at our Administration Building. That's not a typo – we've actually made up a word to describe something no current words adequately describe.

The Aquary is a destination for Loudoun kids and their parents to learn about water in Loudoun, and hopefully walk away with a greater appreciation for what it takes to get it to them, and treat it for them. It's also a place where we can share our passion for water with the community, such that they become a little more compassionate about their use of it. The Aquary is open Monday–Friday from 8:00 am–5:00 pm for self-guided tours. Schools and groups can call 571.291.7700 to make appointments for guided tours.



Background

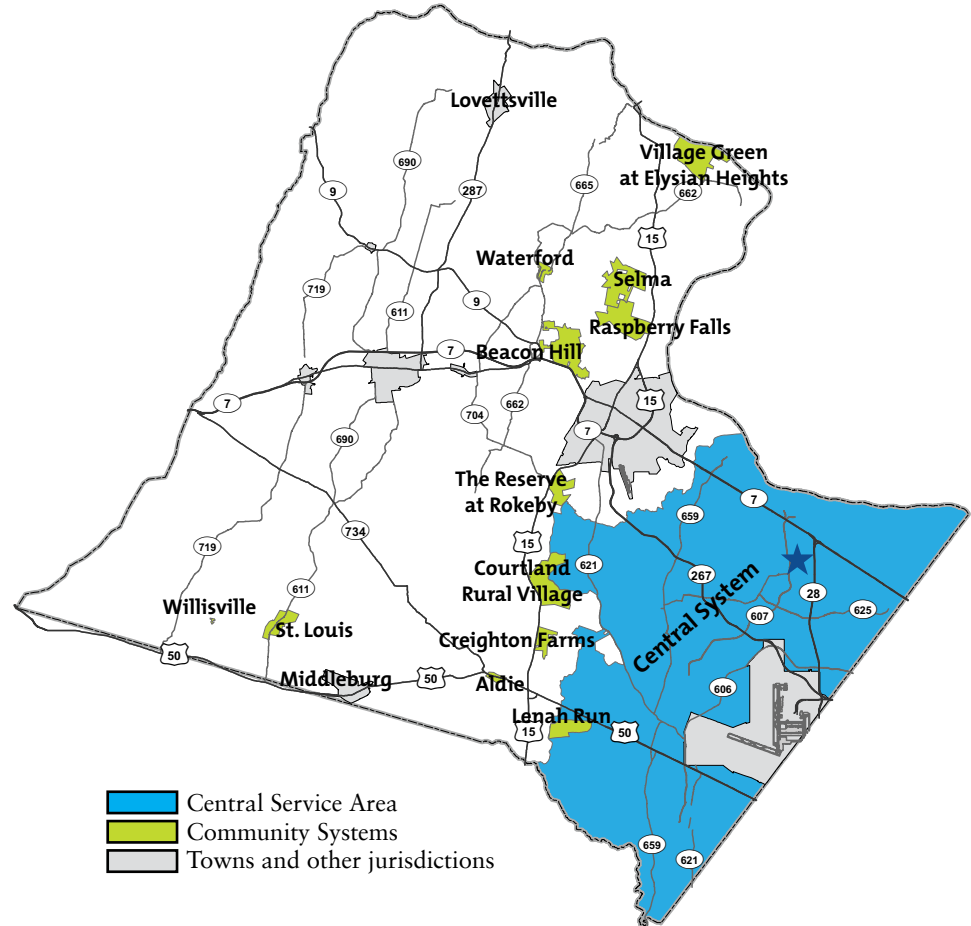
Our Mission is to provide reliable water and wastewater services, while protecting the health and well-being of our customers, the community and the environment.

We serve the residents and businesses in Eastern Loudoun and small Community Systems. We hope this handbook provides you with an easy, at-a-glance reference of everything you would want to know about your water and wastewater service. Items of interest may change periodically, such as rates and fees. You can be sure you have the latest information by visiting our website at www.loudounwater.org or by contacting Customer Service.

Our History

Soon after plans for the Dulles International Airport were finalized, Loudoun Water, formerly Loudoun County Sanitation Authority, was created to provide water and wastewater service to residents of the unincorporated eastern portion of the County, the community directly north of the airport. In May of 1959, the Loudoun County Board of Supervisors created the Authority by resolution, through the Water and Waste Authorities Act. We are an independent public service. All income is received either as user fees from customers or

Loudoun Water Service Area



availability fees from developers. User fees pay for operating expenses. Availability fees pay for capital improvement projects. We receive no tax money. Our service area extends from Route 15 to the Fairfax County line, excluding the Town of Leesburg. Loudoun residents living west of Route 15 are generally served by a private or community well.

How We Operate

At the top of our organizational chart are you, our customers. Our nine-member Board governs how we operate and generally meets every second Thursday of the month at 3:00 pm at our Administration Building. These meetings are open to the public. If you have a comment, question or concern about our operations or a particular department, we are interested in hearing about it. Please let us know by either attending a Board meeting, calling Customer Service or writing a letter to the General Manager.

The County Board of Supervisors determines where and when public water and wastewater service is provided. We decide how it is provided. Your quarterly water and wastewater bill covers

operational costs, but not the ability to deliver water to new developments. Growth pays for growth, which means new water and wastewater service is paid for by the developers who need to connect to the system through availability fees.

“Our Vision is to be committed to providing dependable customer service and promoting responsible use of water. Through experience we draw on wisdom – with education and technology, we prepare for the future. We are dedicated to innovation and communication. We lead with integrity, awareness and trust.”

Starting or Stopping Service

To start or stop your water and wastewater service, visit us on the web or call us at 571.291.7880. If you are stopping service, be sure to have a forwarding address for your final bill. If you are moving to a new home within our service area, we can

schedule the disconnection of your water service at the current address and schedule the connection for water service at your new address at our website or by phone.

Paying Your Bill

You can pay your bill by mail, online, by phone or in person. If you pay by mail, make the check or money order payable to Loudoun Water and return it in the envelope provided with your bill. Mail payments to Loudoun Water at PO Box 4000, Ashburn, VA 20146.

ELECTRONIC PAYMENT

Water and wastewater payments may be automatically deducted from your checking or savings account for no extra charge. Here is how to participate:

- Print and complete an Electronic Funds Transfer (EFT) form from our website, www.loudounwater.org, or complete the form located at the back of this handbook.
- Mail your completed form with an original voided check or savings deposit slip to Loudoun Water, Attention Customer Service, PO Box 4000, Ashburn, VA 20146. Do not mail it with your bill.

Once we have processed your application, we will send you written confirmation of your participation in the EFT program. You will continue to receive your bill each quarter, which will include a message indicating when your checking or savings account will be debited.

CREDIT CARD PAYMENTS AND CHECK BY PHONE

Credit cards are also accepted for payment at our website or by phone. There is a small fee assessed for this service of \$3.80 for credit card payments and \$2.25 for one-time deductions from a bank account. Recurring deductions from your account using electronic funds transfer are free. To pay your bill by credit card, go to www.loudounwater.org and look for links marked “Pay a Bill” or “View My Account.” These links will take you to a page where you will enter your payment information and account number on a secure server.

To use your credit card by phone, call 1.866.539.1988 and a recording will walk you through the payment procedure. Your payment will post to your account the same day, if paid before 2:00 pm.

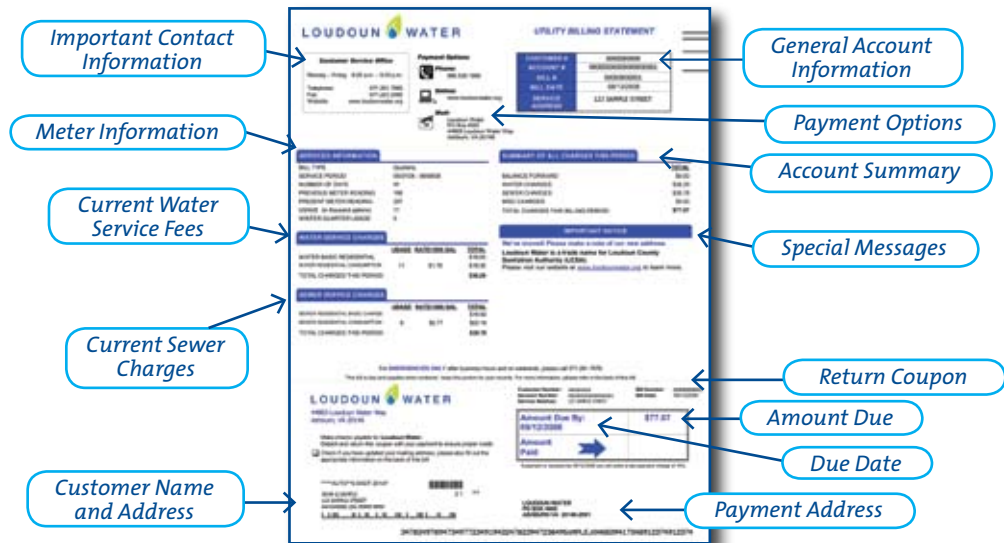
If your service has been interrupted or scheduled for disconnection, you must call us at 571.291.7880 with your payment confirmation number to arrange for service restoration or to avoid service interruption.

IN PERSON PAYMENT

You can pay your bill in person at our Administration Building in Ashburn. Customer Service hours are Monday through Friday from 8:00 am to 5:00 pm. For your convenience, a night-drop box is located outside the front door.

**Your Tap Water
WATER QUALITY**

You receive high quality water that routinely meets all the standards required by the Safe Drinking Water Act and are enforced by the Virginia Department of Health. Your water is tested and monitored on a weekly, monthly and yearly basis. The City of Fairfax and Fairfax Water test the water prior to distributing it to us and then we conduct further testing for things like bacteria, disinfection by-products, lead and copper.



Driving Directions to Loudoun Water

From Leesburg take Route 7 East to the Loudoun County Parkway interchange, just north of where Route 7 and Route 28 meet. Turn right onto Loudoun County Parkway at the top of the ramp. Follow for about a mile and turn left onto Aquary Way. Then turn right on Loudoun Water Way. The Administration Building, where you can pay your bill or visit our Aquary, is on the left.

From Dulles Greenway take Exit 7 for Loudoun County Parkway (607) and head north. Go straight through the light at Waxpool Road. Go past Beaumeade Park and Gloucester Parkway. Turn right onto Aquary Way. Then turn right again onto Loudoun Water Way. The Administration Building, where you can pay your bill or visit our Aquary, is on the left.



Please refer to the water quality reports (available at our website and mailed to your home or business each year prior to July 1) for further information related to your drinking water quality. The water quality reports contain information about where your water comes from, how it's treated, what it's tested for and overall water quality. See page 12 for some of the most common water quality inquiries we receive.

Planned growth in Loudoun County requires an estimated total of 90 million gallons per day (mgd) by 2035. We currently have the ability to provide 57 mgd through our contractual agreements with Fairfax Water and the City of Fairfax.

We will put an intake in the Potomac River on property near Leesburg that we acquired in 1993, and pump it to

several of Luck Stone's retired quarries for storage, and to a new water treatment plant to be constructed near the Dulles Toll Road. The first quarry to become available will provide up to one billion gallons of raw water storage. Ultimately, several of Luck Stone's quarries will provide the region with eight billion gallons of raw water storage.

This plan will be implemented in two phases and take seven years to complete. In the interim, up to seven additional mgd of water may be purchased from Fairfax Water if needed, and we will continue to encourage wise water use.

WATER SUPPLY

About 85 percent of the water supplied to you comes from the Potomac River through a purchase agreement with Fairfax Water. The other 15 percent comes from Goose Creek through a purchase agreement with the City of Fairfax. Beaverdam Creek Reservoir holds 1.3 billion gallons of water and is occasionally tapped to maintain flows in Goose Creek. Additional water is stored in several tanks throughout the service area for pressure maintenance and fire protection.

Identifying and Fixing Leaks

One way your water bill can increase unexpectedly is by undetected leaks in or outside your home. A toilet leak can waste up to 500 gallons of water per day and cost you several hundred dollars. If you think your toilet might be leaking, there's an easy way to know for sure. Drop one or two drops of food coloring into the tank and do not flush for 15 minutes. If after 15 minutes you find the color in the bowl, you have a leak. If you do not have food coloring, give us a call and we'll mail you some dye tablets instead.

If a leak on your property or in your house has caused an unusually high bill, we may be able to adjust the bill for you. The first step is to call Customer Service (571.291.7880) to schedule a service call to verify that there is a leak. If there is a leak, you will be asked to fax us (571.223.2595) or mail us a description of the leak, proof of the repair (either a plumber's bill or a hardware store receipt for supplies) and evidence that you promptly and properly repaired the leak. Upon receipt of this information, you may receive a one-time adjustment to your bill.

Cross Connection/Backflow Prevention

A cross connection is a temporary or permanent connection between a potable (drinking) water supply and a non-potable source. An example would be the pipes connecting the public water system to an irrigation system.

Backflow is the undesirable flow of non-potable water or other substances through a cross connection back into the consumer's plumbing system or public water system. Backflow into the public water system can pollute or contaminate the water, making it unsafe to drink. It is important for everyone to make sure their cross connections are controlled.

How can you help prevent a backflow?

- Do not submerge a hose in buckets, pools, spas, tubs, or sinks. They may contain dangerous bacteria or harmful cleansers.
- Always keep the end of the hose away from possible contaminants.
- When not using the hose, make sure the water is turned off.

- Do not put a spray or cleaning attachment on your hose without a backflow prevention device on the hose.

Visit our website for more information on cross connections.



Wise Water Use

Obtaining an ample supply of drinking water is one of our nation's (and the world's) biggest challenges for the future. Visit www.loudounwater.org for a list of 100 water saving tips.

Most American adults use about 50 gallons of water per day in the winter and between 75 to 100 gallons per day during the summer. Our customers however, have used an average of 140 gallons of water per day in the summer, which leads to high max days system-wide. Max day demands put a lot of stress on the system.

To help alleviate high demand days, we ask customers to conserve water all year long (visit our website for water saving tips) and follow the two-day per week staggered watering schedule below.

As part of our role in jointly managing the Potomac River as a resource with other local water utilities, we follow the National Capital Region's Drought Awareness and Response Plan. There are four stages in the plan: Normal, Watch,



Warning and Emergency. We will alert you to which stage we're in through our website, local media, mailings and roadside signs, if necessary.

Fats, Oils and Grease

Sanitary sewer overflows and backups commonly occur due to fats, oils and grease (FOG). FOG includes food scraps, cooking oils, fats from meats, butter, margarine, shortening, gravy, sauces, mayonnaise, salad dressings, dairy products and baking goods. In short, anything that leaves a slippery film on your skin can and will cause a sewer overflow or backup by sticking to drain pipes, building up and eventually causing them to clog. FOG gets into the sewer through household sink drains, toilets and neglected food industry grease traps and interceptors. Not only are overflows and backups expensive to repair, they can also cause health and environmental hazards.

Kitchen appliances do not prevent FOG from clogging your drain and the pipes leading from your home or business to the street. Dishwashers only clean dishes; they do not break down residual oils and grease. Running hot water down the sink

Water You Thinking?

RECOMMENDED LAWN & GARDEN WATERING SCHEDULE

- ODD HOME ADDRESSES: WEDNESDAY AND SATURDAY
- EVEN HOME ADDRESSES: THURSDAY AND SUNDAY
- COMMERCIAL AND MULTIFAMILY CUSTOMERS: TUESDAY AND FRIDAY
- AVOID WATERING FROM 10:00 AM-4:00 PM

Irrigation and landscape experts recommend watering every three days for healthy green plants and grass (under dry conditions). Too much watering does not help roots grow, promotes mold and wastes water. We support this watering schedule to promote healthy plants and turf and spread out the water demand in our system. For more tips, visit www.loudounwater.org.

drain with items such as bacon fat only pushes the problem further down your pipes. Garbage disposals shred garbage into small pieces that can stick to the FOG in your pipes, increasing your likelihood of causing a sewer overflow or backup.

Fortunately, overflows and backups can be avoided. The best way to prevent FOG from entering your sewer system is to properly dispose of it in the garbage, not in the sink or the toilet. Following this simple tip will help reduce sewer overflows and backups, household expenses, and will help maintain a healthier environment. For more information and helpful tips about FOG, please visit our website.

Pipe Liability

We maintain the pipes that run underground from the street side of the meter. We also own and maintain water meters and their settings.

Water and Sewer Service Laterals are the pipes that run underground from the meter or valve near the street to the main water valve inside the house. They are typically made of copper, plastic, or sections of both and are your property and responsibility.

You can protect your laterals by always contacting Miss Utility prior to digging anywhere in your yard. You can also help protect your sewer line by ensuring nothing goes down the drain or flushed into the toilet that shouldn't be. These items include cooking oil and pan grease, meat scraps, plastics or metals, or caustic liquid items, such as oven cleaner.

Home insurance policies do not normally cover sewer backups into homes. For most policies, a rider is required. Contact your insurance provider for details on your policy.

Hydrant Use

The first and main purpose of hydrants is for fire protection. For that reason, fire fighters in Loudoun County have unlimited access to hydrants within our service area and they require no permit or meter to use them. As a convenience, we issue temporary hydrant meter permits to businesses who would like to access them for large quantities of non-potable water, such as for construction flushing. Hydrant meters can only be used on yellow hydrants within our service area.

A permit must be obtained to receive a hydrant meter. Please bring the following to our Operations & Maintenance Division: a valid, state-issued identification card (i.e. a driver's license), a Virginia (or Loudoun County) business license number, a business card and federal tax identification number. We will make a photocopy of each item for our files. All customers are required to read and sign our permit indicating the proper use of hydrants and their locations. The signed

Common Household Uses of Water

Gallons Per Minute

<i>Shower (regular showerhead)</i>	6
<i>Shower (with flow restrictor)</i>	2
<i>Brushing Teeth (faucet running)</i>	6
<i>Brushing Teeth (turn faucet off)</i>	<1
<i>Sprinkling Lawn With Garden Hose or Irrigation System</i>	10

Gallons Per Use

<i>Bubble Bath</i>	36
<i>One Load Laundry</i>	60
<i>One Load Dishwasher</i>	9 to 12
<i>Flush Toilet (toilet purchased after 1995)</i>	1 to 6

Gallons Per Day

<i>Leaky Faucet (1/16 of inch drip)</i>	20
<i>Leaky (running) toilet</i>	500

permit is kept on file with identification papers for the life of the agreement. Each permit is valid for one year from the date signed. Before the expiration date, a new permit may be signed to keep the same hydrant meter for an additional year.

Once you have a hydrant meter, you must submit readings to us by the 15th of each month by fax at 571.223.2595, or by phone at 571.291.7850 or by completing the form on our website.

Miss Utility

It is extremely important, as well as a legal requirement, to call Miss Utility of Virginia at 811 or 1.800.552.7001 before you begin any project where you may need

to dig or excavate. Miss Utility of Virginia is the one-call notification service that contacts each utility (Gas, Electric, Water, Sewer, Cable TV, Telephone, etc.) to mark your lines per your request. Miss Utility of Virginia should be contacted at least 48 hours before your excavation is scheduled to begin. The 48 hours begin at 7:00 am on the following business day after you make the call.

Our responsibility is generally from the main in the street to the property line. Once you have made a request through Miss Utility of Virginia, we will locate all of our lines and will try to assist and give you guidance in locating the private water and sewer lines on your property.

After your lines have been clearly marked, you must take all reasonable steps to properly protect them.

For more information regarding Virginia’s Miss Utility Law, contact the



Virginia Utility Protection Service at 1.800.552.7001 or visit their website at www.missutilityofvirginia.com. Remember, contact Miss Utility of Virginia, it’s the law, 811.

Wastewater Reclamation

Most of the wastewater produced by our customers flows by gravity for treatment at the Blue Plains Wastewater Treatment Facility, operated by the DC Water and Sewer Authority. Once treated, this water is then discharged to the Potomac River. We have an agreement for treatment of up to 13.8 million gallons per day at this facility. Studies showed that we would hit this maximum amount by 2008. In

Miss Utility Marking Color Codes	
	WHITE – Proposed Excavation
	PINK – Temporary Survey Markings
	RED – Electric Power Lines, Cables, Conduit and Lighting Cables
	YELLOW – Gas, Oil, Steam, Petroleum or Gaseous Materials
	ORANGE – Communication, Alarm or Signal Lines, Cables or Conduit
	BLUE – Potable Water
	PURPLE – Reclaimed Water, Irrigation and Slurry Lines
	GREEN – Sewers and Drain Lines

anticipation of that, we had been planning, for nearly 20 years, to build a state-of-the-art water reclamation facility called the Broad Run Water Reclamation Facility (BRWRF). This facility opened in spring 2008. It will eventually treat 20 million gallons per day.

The BRWRF is located on 50-acres within our 340-acre campus in Ashburn. This facility treats wastewater to the limits of technology using membrane bioreactor technology. The outdoor interpretive area as part of our Aquary showcases the treated water as it meanders toward its ultimate destination in Broad Run. The BRWRF itself is not open for public tours. The community is instead invited to visit the Aquary and learn about water's unique characteristics and interconnectedness with nature on a self-guided tour.

Community Systems

The Loudoun County Comprehensive Plan allows Rural Villages and Hamlets to be served by Community Systems. These systems are free standing. In other words, water may be supplied to each rural village or hamlet by the village/hamlet's own shared wells, and wastewater may

be treated in the village/hamlet's own packaged wastewater treatment plant. Effluent (the highly treated wastewater) is either released underground to replenish the aquifer or discharged to a local stream. Community Systems' capacities are limited in nature and are not designed to provide all of the amenities offered by the central system such as fire flow and lawn watering.

As of the printing of this handbook (2009), there are several community systems in operation: Lenah Run, Beacon Hill, Raspberry Falls, Courtland Rural Village, The Reserve at Rokeby, Selma and Village Green at Elysian Heights. More systems like these are planned for Loudoun. For more information pertinent to these communities, visit us at www.loudounwater.org or call Customer Service.

Capital Improvements

The Capital Improvement Program (CIP) provides the design and construction of new infrastructure to upgrade and maintain your water and

wastewater system. Improvements are made annually to meet the extra demands and maintenance needs associated with a growing service area. Typically, we plan at least five years ahead so that sufficient time is allotted for their design and construction.

Capital improvements to our water system include provisions for additional water supply, new storage tanks, pumping stations, water transmission mains and

extensions to the distribution system. Improvements to the wastewater system include projects such as new interceptors and pumping stations. The CIP also includes planning studies, technical evaluations and other projects associated with operation and maintenance of the systems. You can review the latest CIP at our website.



Frequently Asked Questions

Q. Does Loudoun Water handle garbage collection?

A. No. For information about waste handling or collection, contact the Loudoun County Office of Solid Waste Management at 703.777.0187 or go to www.loudoun.gov.

Q. Under what circumstances would my water be interrupted or turned off?

A. Occasionally, your service may be interrupted due to a water main break, a power outage or during long periods of freezing temperatures when meters freeze, or for non-payment. Please call Customer Service if you are without water or call our after hours emergency number.

Q. How much advanced notice do you need to set up/stop water service?

A. Just one business day. Call Customer Service by 2:00 pm the day before or make a request online at our website.

Q. Can you help me determine if I have a leak?

A. Yes, we can help you determine whether you might have a leak and we may even be able to help you locate the leak. We just

can't fix it for you. Call us to set up a leak check appointment.

Q. What causes the periodic spikes in my water bill?

A. Outdoor leaks, irrigation systems or leaky toilets are often the culprit for large, one time spikes in your bill.

Q. Is there any relief from high bills caused by leaks?

A. We offer a one-time adjustment for unusually high water charges caused by a leak. To be eligible for an adjustment, a customer must first call us to schedule a service visit to verify the leak before a repair is made. To apply for this courtesy adjustment, send the following information to Loudoun Water, PO Box 4000, Ashburn, VA, 20146:

- Your name, address, account number and daytime telephone number
- A description of the type and exact location of the leak(s)
- Proof of repair, such as a copy of a plumber's bill or a receipt for parts
- The date the repair was made

For water wasted by damaged service pipes or fixtures, in which your consumption



exceeds 130 percent of the average of the last three like period bills, a one-time adjustment may be made of 100 percent of the amount of excess in a bill due to this cause, based on an average of the previous three consecutive like periodic bills provided the customer (1) was unaware that the leak existed (2) submits a letter to us requesting a bill adjustment, (3) promptly and properly repairs such leak, and (4) provides us with proof of such repair. In the case of an underground leak, bill adjustments based on the above methodology may be made more than once.

Q. Why does it seem like I have low pressure in my home?

A. Temporary low pressure can be caused by heavy water use in your area such as

lawn watering, fire-fighting, maintenance or construction. Permanent low pressure can be caused by several things such as the elevation of your home compared to the elevation of the water tanks; the pipes servicing your home being too small; or the pipes in your home having a lot of scale in them, leaving little room for the water to flow. This is more common in older homes.

If you have low pressure at all of the faucets in the house, check your main valve located next to your water meter. This valve is turned counter-clockwise to open.

If you have low pressure at a certain faucet there may be a separate valve under the sink that has been partially closed, or the screen on the end of your faucet may need to be cleaned or replaced.

Q. How can I winterize my plumbing?

A. You can winterize your plumbing by shutting off and draining the pipes leading to your outside faucets. Using the valves located inside your home, make sure no water is left to freeze, expand and cause a leak in these lines. Also, learn the location of your main shut off valve. Minimize the potential for water damage by ensuring

that everyone in the household knows how to shut off the water in an emergency. Insulate pipes in unheated spaces to keep pipes in these areas from freezing.

Q. We have had freezing temperatures and it seems I have water in parts of the house, but not in others. Why?

A. You may have frozen pipes. To prevent water pipes from freezing, allow a cold water faucet to drip with a small stream of flowing water (about the size of a pencil lead). At a minimum, the faucet should be the one that is the greatest distance from your main water cutoff valve. Open the cabinets beneath any place with a water supply, such as the kitchen and bathroom sinks, to allow warm air to circulate. (Remove any toxic substances first if there are small children in the home.) Identify whether the problem is throughout the whole house or in one area. If your water pipes do freeze, never try to thaw a pipe with an open flame. You can use a hair dryer on low or a portable heater, but avoid using electrical appliances if there is standing water. Warm water on your stove to soak towels, then wrap the towels around the frozen pipes.

Please try to be home so that we can help you thaw out your meter and to check that your water has been reinstated. Always contact us before contacting a plumber.

Q. Who controls my water's quality?

A. The U.S. Environmental Protection Agency (EPA) sets national standards on drinking water to protect public health. These standards are enforced in our state by the Virginia Department of Health (VDH). On a monthly or annual basis, we submit water quality test results to VDH, assuring them we are providing water that meets all safe drinking water standards. Additional monitoring is performed in



order to continue to deliver excellent water quality to your homes and businesses. We continue to set and evaluate our own water quality goals that are more stringent than federal or state standards. We refine these goals as new information is available and as better technology and science are developed, so that we can continue to provide excellent drinking water at the least cost to you.

Q. Is my tap water safe? How will I know if it isn't safe to drink?

A. We monitor your drinking water quality frequently and must comply with stringent federal and state drinking water quality requirements. You can also review our annual water quality report mailed to customers each year just prior to July 1. If you do not have a copy, or you have questions about the report, call Customer Service or visit www.loudounwater.org.

Taste, appearance and odor are not reliable means for determining whether your water is safe. We will notify you by local newspaper, WTOP radio, and/or TV, if possible, if your water doesn't meet EPA or state standards. We will also attempt to notify you by roadside signage

and/or hand-delivered flyers if there is an emergency. Our Customer Service department will likely extend hours of operation to take your calls during an emergency, so call us first at 571.291.7880. Next, listen to WTOP radio (103.5 FM) and look for roadside signs in your neighborhood. Do not rely solely on TV news or the website during an emergency. We cannot guarantee coverage or accuracy by TV news stations and during emergencies where power may be affected, or the website may not be updated in a timely fashion.

Q. How much fluoride is in my water?

A. Fluoride is added to the water in our Central Water System and some Community Systems. The Central Water System and those Community Systems which fluoridate generally have between 0.8 and 1.2 mg/L of fluoride.

Q. Is there lead in my water?

A. Water is essentially free of lead as we deliver it to your home. Any measurable lead in the tap water would come from lead pipes or brass and bronze fixtures in your home plumbing that contain lead. As water comes in contact with metals

containing lead, a very small amount of lead can leach out and into the water. If you are concerned, the best precaution is to let the cold water run for 15 to 30 seconds before using it for drinking or cooking.

The EPA has set an Action Level of 15 parts per billion for lead in tap water. This means that we must ensure that water from our customers' taps do not exceed this level in at least 90 percent of the homes sampled (90th percentile value). This Action Level, if exceeded, triggers treatment or other requirements, which we must follow.

Q. Are there bacteria in my water?

A. No. We test the biological quality of the tap water to make sure it is sanitary and safe. We add chlorine to disinfect it (free it of harmful organisms) to make sure bacteria do not grow in it and become a problem.

For most people with healthy immune systems, the natural microorganisms in water, on foods and in the air are not harmful. If you have a special need, you should consult your primary care physician who can contact us for specific information about your water quality.

Q. How hard is my water?

A. Our Central Water System is considered moderately hard to hard because our source waters have calcium carbonate in them. The hardness ranges from 80–90 parts per million (ppm) for the water supplied by the City of Fairfax and 84–170 ppm for the water supplied from Fairfax Water. The table below is provided as a reference.

Water Hardness Scale		
Grains Per Gallon	Milligrams Per Liter (mg/L) or Parts Per Million (ppm)	Classification
less than 1.0	less than 17.1	Soft
1.0 - 3.5	17.1 - 60	Slightly Hard
3.5 - 7.0	60 - 120	Moderately Hard
7.0 - 10.5	120 - 180	Hard
over 10.5	over 180	Very Hard

Often, when you purchase a new dishwasher or washing machine, the manufacturer has recommended settings that depend on the hardness of the water. The table below provides the range of hardness of water delivered to your home.

Loudoun Water's Hardness Scale		
Grains Per Gallon	Milligrams Per Liter (mg/L) or Parts Per Million (ppm)	Classification
4.9- 9.9	80-170	Moderately Hard to Hard

Q. Are there pharmaceuticals and personal care products in my water?

A. Yes, there are likely trace amounts. While pharmaceuticals are an issue of interest, research to date has not demonstrated an impact on human health from pharmaceutical compounds at the trace levels discovered in drinking water.

There are currently no approved methods for detecting personal care products and pharmaceuticals in drinking water because they appear in such minute quantities. Our major supplier, Fairfax Water, has been actively working with leading researchers to develop an appropriate testing protocol for detection of low levels for a variety of these compounds. They are currently developing a testing plan for the source and treated

waters. They are continuing to work closely with others in the drinking water community to advance the science and understanding of this issue and will take the steps necessary to continue providing high-quality drinking water.

In addition to research and testing, Fairfax Water also employs one of the most advanced water treatment technologies, ozonation. Research has shown that using the combination of ozone and granular activated carbon, which Fairfax Water uses to treat all of the water in its system, is highly effective in removing broad categories of personal care products and pharmaceuticals. Likewise, our reclamation facility does the same with wastewater, before returning it to the environment, through a combination of membranes, granular activated carbon and ultraviolet light.

Q. Why does my tap water taste like chlorine?

A. Chlorine is added to water at the treatment facilities to disinfect the water to rid it of harmful bacteria or germs. Chlorine is also added to the water before it leaves the treatment facilities so that

as it travels the many miles of pipe to your home, bacteria do not grow before it reaches your tap. Thus, there is always chlorine in the water but at very low levels.

Fairfax Water, our main supplier for our Central Water System, uses chloramines, a combination of chlorine and ammonia, nine months out of the year as the secondary disinfectant. Fairfax Water typically switches to free chlorine as the secondary disinfectant during the March–June timeframe when conducting annual flushing. The chloramine product has less of a taste or smell than bleach chlorine, it lasts longer, and it does not cause the pipes to rust like bleach chlorine does.

If you wish to reduce the chlorine flavor in your tap water, store tap water in a clean container in your refrigerator. Colder water has a less noticeable chlorine flavor.

Q. What is that musty or earthy odor in my water?

A. A slight earthy/musty odor in the tap water produced from surface water supplies can be typical in the fall, especially after a hot, dry summer. Algae are prevalent in all surface waters and can be especially abundant during the warm

summer months. As water temperature decreases, the algae will begin to die off and release two nontoxic compounds that can cause an earthy or musty smell. Fairfax Water, our main water supplier for our Central Water System, uses both granular activated carbon and ozone to treat for these tastes and odors. The City of Fairfax, our other water supplier, uses carbon. These particular odors originate from nature and have no known health effects at the natural levels found.

Q. Why does my tap water have a metallic taste?

A. Metallic and astringent tastes, noticed as a lingering aftertaste, more often arise from the corrosion or leaching of plumbing materials, such as copper and iron. The metallic taste is actually not a taste, such as with sweet and salty, but is a sensation from nerve endings in the mouth. Low levels of metals may not be noticeable upon brief sips of water, but as one drinks more and more water, the sensation builds. This is similar to the spicy, hot taste of some foods.

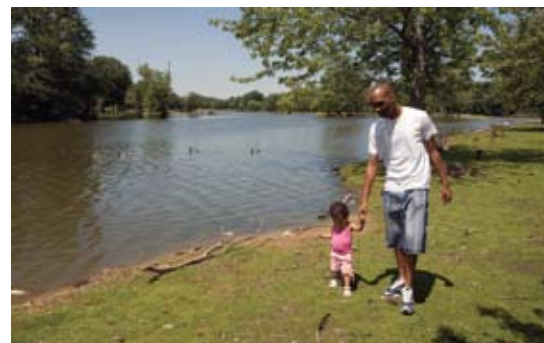
The corrosion of plumbing materials can be enhanced by stagnant water conditions (such as when a house is

closed up for long periods of time and no one uses the water) or by hot water or faulty plumbing. Metallic tastes can also occur when new plumbing or fixtures are installed, and the metallic materials have not yet passivated or settled down.

If your water tastes metallic, run the cold water for a few minutes to get fresh water into your home plumbing.

Q. What is causing my tap water to have a rotten egg or sulfur smell?

A. A rotten egg or sulfur smell usually indicates bacteria growing in your drain or hot water heater. Disinfect the drain with a household-cleaning agent such as bleach. Next, run the cold water for a while, then fill a cup with cold water from the sink



where you notice the odor. Take the cup to another room and determine if you smell the odor. If you still detect the odor, it may be in the water heater. You can turn the temperature of the water heater high for a short period of time to disinfect the water and neutralize the smell. Make sure to turn the temperature back down on the water heater when you are done to prevent scalding.

Q. It seems like my clothes and towels smell after they are wet. Why?

A. If your clothes or towels smell sour after they are laundered, the washing machine may be a possible source of the odor. If the washing machine is imparting an odor to clothing or towels, it will be much more noticeable when the laundry is wet. There are two possible causes of odors to laundry in a washing machine: clothes generally start to smell “sour” when they remain wet for too long, or the odor comes from the washing machine itself. Any portion of the washing machine that collects lint, dirt and moisture may over time become a source of odor. The source could be a lint filter (for those washing machine models having a lint filter), or it could be a “bellows” assembly around the door of a

front loading washer. Clean the lint filter, and the area around the lint filter with soap, water, or a bleach solution, and a toothbrush.

For more information on your water quality, or frequently asked questions, please visit www.loudounwater.org

Run some chlorine bleach through the washing machine to help remove residual odors. Prior to doing so, consult the manufacturer. This may not be feasible if you are on a septic system.

You can verify whether the odor is in the cold water supply by flushing the plumbing within the home, then filling a glass with cold water. Sniff the glass of cold water to determine if it has an odor. You can also sniff a glass of hot water to help determine if the hot water heater is imparting an odor to the water.

If there is a treatment system in the home, improper maintenance of a home treatment system could possibly cause the odor.

Q. My laundry has bleach stains. Why?

A. It is possible that the bleach dispenser in the washing machine is inoperable, and contains bleach in it that is not releasing properly. Another explanation is that many facial cleansing products contain chemicals that bleach fabrics upon contact.

Q. Why is my water milky or cloudy?

A. Water carries oxygen or air in it. In the winter, water contains more oxygen or air because it is cold. When it is delivered to your house, it warms up and releases oxygen. As the glass of water sits, the water clears from the bottom of the glass upward as the air bubbles rise and escape. All of these tiny air bubbles give the glass of water a milky appearance under natural or household lighting. Allowing the water to stand for a minute will help clear it.

Q. Why is there pink slime on my fixtures?

A. Bacteria and molds grow well in moist environments such as bathtubs, sink drains, tiles, even humidifiers. They can be found in the air, in soil, in water or on household surfaces. Orange and pink are common colors for many environmental bacteria such as the Proteobacteria. The slime, caused by microbial growth on

surfaces, are best controlled by cleaning and disinfecting with common household cleaning products.

Q. Why are there black specks in my tap water?

A. A common cause of black specks in tap water is from the deterioration of rubber materials used in plumbing fixtures. Braided stainless-steel flex connections and toilet tank valves and gaskets are common sources. Look for materials that are resistant to chloramines such as silicon-based rubber, synthetic polymers or fluorocarbon, or copper and nylon flex connections. The products should be labeled that they are more resistant to chlorine and chloramines.

If the specks can be smudged between your fingers, then it is likely a deteriorating rubber material. If it does not smudge between your fingers, then it is likely sediment or manganese. For sediment or manganese, flush the lines in your home and give us a call so we can flush the water distribution mains servicing your home to help clear the pipes.

Newly constructed or renovated buildings can experience similar problems with particles. Sometimes plumbing systems are disturbed or new systems need to be broken in. Flushing the system really well can be a remedy.

Q. Why are there white specks in my tap water?

A. White specks in your water are most likely caused either by deterioration of the dip tube in your hot water heater or by calcium precipitate. Since the same faucet delivers both hot and cold water in most homes, material from the hot water heater can clog the cold water faucet.

Place the white specks in vinegar. If they float, it is a deteriorating dip tube and you need to replace it. Dip tubes (often made of polypropylene, a nontoxic plastic material) direct the water in heaters to circulate and get heated. This plastic can break apart, and the small pieces can be carried away in the water to the faucet. If you suspect that this could be your problem you should contact a plumber, who may need to replace the dip tube.

If the specks react by fizzing in the vinegar, it is calcium precipitate. You can flush the lines in your home by letting water run freely out of the faucets for a few minutes. You may also want to consider a home water treatment filter unit to remove calcium from your water.

Q. What is causing my water to look brownish or reddish-brown?

A. If your water has a brownish or rusty color, it is from iron or rust. Most of the pipes that we use to deliver the water to your house are made out of iron. Older mains can impart rust to the water. Newer mains are lined to prevent the contact of the water with the iron in the mains. Rust can be stirred up if there is a water main break, or when a valve is operated or water flow is changed. When this happens it can be temporarily unpleasant, but it is not a health concern.

A rust problem usually should be gone in a day or less. Do not wash clothes during this time because it will stain them. Once it is gone, flush your cold and hot water to avoid rust being present in your plumbing.

Application for Electronic Funds Transfer (EFT)

Please print or type the following as shown on your Loudoun Water bill (or download an EFT application at www.loudounwater.org).

Customer Name: _____

Customer ID: _____ Account Number: _____ (Include all 15 characters)

Service Address: _____ Service City: _____
(Number and street)

Zip Code: _____ Daytime Phone: _____

Please provide the following information about your checking or savings account:

Bank Name: _____

Account Type to be used: _____ (checking or savings)

Checking or Savings Account Number: _____

I, _____, authorize Loudoun Water to automatically deduct payment from the account specified, for water/sewer charges incurred at my service address. I understand that payments will be deducted one day prior to the due date of my bill. I also understand that I will be subject to a return check fee of \$20 if insufficient funds are available at the time of the electronic funds transfer. I further understand that I have the right to receive notice of the amount of each payment deduction, and that each bill I receive from Loudoun Water will constitute such notice. Should I wish to cancel my authorization for one or more payments, it is my responsibility to contact Loudoun Water at least one week prior to my next bill date. I may contact Loudoun Water by phone at 571.291.7880, or by mail at Loudoun Water, Electronic Funds Transfer, PO Box 4000, Ashburn, Virginia 20146.

Signature: _____ Date: _____

You must include a voided check if you wish to have funds deducted from your checking account, or a preprinted deposit slip if you wish funds to be deducted from your savings account. Please mail along with this completed application to Loudoun Water, Electronic Funds Transfer, PO Box 4000, Ashburn, VA, 20146.



Nuestro Manual del Consumidor se encuentra disponible en español. Puede descargar una copia de nuestro sitio de internet, www.loudounwater.org.



PO Box 4000 | ASHBURN, VA 20146
WWW.LOUDOUNWATER.ORG

50% recycled, 25% post consumer waste