

STRAIGHT FROM THE TAP

Summer 2020



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Safety Notice:

As businesses begin to reopen, it is important to flush water lines after a prolonged vacancy. The CDC has released guidelines on how to safely restore service after a long absence. Visit FrederickWater.com for more details.

Water Operations During COVID-19

Many things have changed in the wake of the COVID-19 pandemic, but one thing that remains unchanged is Frederick Water's commitment to providing safe, clean drinking water to our community. According to the CDC, the virus that causes COVID-19 has never been detected in drinking water. Frederick Water follows stringent disinfectant procedures to ensure that your water remains safe. We understand that water for handwashing, cleaning, and drinking is vital to stopping the spread of the virus, and our team is working harder than ever to deliver it to you.

While our team is working diligently to keep water flowing, we ask our customer to do their part as well. Timely bill payment allows Frederick Water to continue to fund vital operations. There are several convenient ways to pay from the safety of your home with no service fee, including payment by phone, online payment, and automatic debit. For full details, please visit www.frederickwater.com/billing-information-payment-options.

We are honored to serve our community through this difficult time, and we look forward to better days ahead.

New Agreement with Carmeuse

Frederick Water and Carmeuse Lime & Stone have entered into an agreement that will provide significant water storage and supply for our community for years to come! The agreement allows Frederick Water to withdraw water from Carmeuse's Clearbrook quarry operation without limit and includes an option to purchase the quarries once mining operations are complete. These quarries provide nearly 3 Billion gallons of water storage and supply. That's enough to meet our community's daily water demands for an entire year! Additionally, the limestone in the quarries acts as a natural filter, meaning that Frederick County residents can count on plentiful, high-quality water well into the future!

2019 Water Quality Report

Frederick Water conducts over 50,000 tests each year to ensure that your water is clean and safe and meets all Virginia Department of Health and Environmental Protection Agency requirements. We are pleased to report that we remain fully in compliance, and safe water is at your service! Read the full 2019 Water Quality Report online at www.frederickwater.com/consumer-confidence-reports.



Orchard View Elementary School Well

The project to connect Orchard View Elementary School to the Frederick Water system is complete. The project involved installing water lines connecting the school's on-site well to the James H. Diehl Water Treatment Plant. The well water will now be pumped to the plant for treatment, then pumped back to the school. Previously, the school treated water at its on-site treatment plant, costing nearly \$50,000 per year to operate. The successful conclusion of this project will significantly reduce those expenses, saving the school division over \$40,000 per year.

Board Meetings:

Frederick Water Board Meetings are held the 3rd Tuesday of every month unless otherwise noted.

Dates for 2020:
6/16, 7/21, 8/18, 9/15,
10/20, 11/17, 12/15

Other Project Updates

The new 500,000-gallon elevated water tank in the Lake Frederick community is now in use. The tank is designed to provide stabilization for their water pressures and reliable flows, especially during fire emergencies.

The Route 37 Water Main is now fully operational! This 3.5 mile stretch of water main allows water from either the James T. Anderson Water Treatment Plant in the north or the James H. Diehl Water Treatment Plant in the south to flow where it is most needed to support the growing needs of Frederick County.

2020 Office Closures:

July 3 - Independence Day (observed)
September 7 - Labor Day
October 12 - Columbus Day
November 11 - Veterans Day
November 26 - Thanksgiving
November 27 - Day after Thanksgiving
December 24 - Christmas Eve
December 25 - Christmas Day

Important Numbers:

Main number - 540.868.1061
Administration - Ext. 5
Customer Service - Ext. 4
Maintenance - Ext. 127

After Hours/Emergencies:

Please call Frederick Water at
540.868.1061 Ext. 7

