

STRAIGHT FROM THE TAP

Winter 2020



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A Season of Thanks

The cooler weather and shorter days are sure signs that the new year is fast approaching. Traditionally, this season marks a time to reflect and give thanks for our blessings. At Frederick Water, we are particularly thankful for the dedication and resiliency of our team members. This year presented many unforeseen challenges, and our men and women worked tirelessly to make sure that clean water kept flowing.

We are thankful for our community and its support of our mission. Now more than ever, we see how vital reliable water infrastructure is, both in combating disease and in our everyday lives. We are also thankful for this opportunity to share the steps we are taking to ensure that clean reliable water service will be available to our community for generations to come.

To all our customers, we are thankful to have you as part of the Frederick Water family!

**“When the well is dry, you know the worth of water.”
-Benjamin Franklin**



Photo by Melissa Heavner

Opequon Water Supply Project Update

Construction on the new Henry F. Sliwinski Water Treatment Plant is on track to begin by early 2021. Thanks to the historic agreement with Carmeuse Lime & Stone reached this summer, the Clearbrook quarries will serve as the primary source of water for the plant. The new plant, which will be able to produce 8 million gallons of water per day, is expected to be in operation by the Spring of 2022.



450-ft deep quarry in Clearbrook

Imagine a Day Without Water

October 21, 2020 marked the sixth annual Imagine a Day Without Water event to raise awareness and educate the public about the value of water. Frederick Water participated through an educational social media campaign. Community members were encouraged to share ways in which water shapes daily life. The event highlighted things that would be impossible without access to clean, reliable water, such as handwashing, showering, laundry, toilet flushing, food production, and fire prevention. Follow Frederick Water on social media to see all the ways water touches our daily life.

Payment Options

Did you know that Frederick Water offers multiple convenient ways to pay your bill? Payments can be made:

- ◆ By phone at 1-800-310-7057
- ◆ Online at <https://muniselfservice.fcswater.com/MSS/citizens/UtilityBilling/Default.aspx>
- ◆ Automatic debit.

There is no fee for any of these services. See <https://www.frederickwater.com/billing-information-payment-options> for more details.

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

Board Meetings:

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

Remaining dates for 2020:
11/17, 12/15

Dates in 2021: 1/19, 2/16, 3/16, 4/20, 5/18, 6/15, 7/20, 8/17, 9/21, 10/19, 11/16, 12/21

2020 Office Closures:

December 24 - Christmas Eve
December 25 - Christmas Day

2021 Office Closures:

January 1 - New Year's Day
January 18 - MLK Jr. Day
February 15 - President's Day
May 31 - Memorial Day
July 5 - Independence Day observed
September 6 - Labor Day
October 11 - Columbus Day
November 11 - Veterans Day
November 25 - Thanksgiving
November 26 - Day after Thanksgiving
December 24 - Christmas Eve
December 25 - Christmas Day



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