

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



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Please answer your security question.

User Name

Question

Answer

The Prince William County Service Authority turned 35 on January 11, 2018!

Chartered in 1983 by Prince William County, the Service Authority is the largest water and wastewater provider in the County. The utility was formed from the Occoquan-Woodbridge/Dumfries-Triangle Sanitary District and several other small sewage treatment plants in the area.

Like the population of Prince William, the Service Authority has expanded significantly since its early days. In the last decade, the utility has fully embraced and expanded its Geographic Information System technology, constructed a new commercial laboratory and environmental center and has won dozens of industry and community-related awards.

The Service Authority has never lost sight of its primary mission: to provide clean water and superior service to its customers. The Service Authority's H.L. Mooney Advanced Water Reclamation Facility has had no permit violations for eight consecutive years and the utility scored 9.2 out of 10 on its 2018 annual customer relationship survey.

"For nearly four decades, the Service Authority has provided world-class customer service to residents of Prince William County," said General Manager Dean Dickey. "This January, we celebrated the employees who have made that possible and who continue to make this a top-notch organization. Here's to another 35 years!"





Getting to Know . . .

Hilary Smith,
Human Resources Manager

When did you start at the Service Authority?

I began working for the Service Authority in 2007 as a Human Resources Technician. I was promoted through a competitive recruitment in April 2017 to my current position.

What do you like most about working for the SA?

The top reason is the genuinely good folks that work here. I get to know our staff at various stages of their lives, whether it's offering someone a job, explaining benefits when they find out they are having a baby or other major life events to seeing them through to the end of their careers.

What is the most challenging part of your job?

Offering a balanced perspective when providing guidance. As an HR professional, I provide guidance that is fair to the organization and complies with policy and law while ensuring that employees' rights are represented. Not everything is black and white.

What do you like to do in your spare time?

I enjoy photography. Everything from my family to landscape and nature.

Did you know?

Hilary grew up as an "Air Force Brat" and moved to Prince William County in 1988.

Customer Tip



Before you dig up your yard to install that new fence, call Miss Utility at 811. They will mark the utility lines on your property, helping to avoid a service interruption for you and your neighbors.

? You Ask,
We Answer

Q Should I flush wipes down the toilet?

No. Wipes, even those labeled "flushable," can combine with grease to create major clogs in the sanitary sewer system. The only thing we recommend you flush is pee, poop and toilet paper.

A



Coming Soon: Water Academy 2018

Interested in learning more about the Service Authority and your water and wastewater services? Then sign up for our second annual Water Academy! Applications for the summer program are due by **May 16**.

For more info, visit PWCSA.org



Tanks for the Memories

The Prince William County Service Authority demolished its non-operational

Independent Hill water storage tank on Feb. 20.

Constructed in 1954 and relocated to Hellwig Park from Triangle in 1983, the tank was taken out of service in 2012 after the installation of a two million-gallon storage tank on Rte. 234 near the Prince William County Landfill. The demolition occurred in sections with the top of the bowl being removed first, followed by the side panels that spelled out the words Independent Hill PWCSA.

“With only a 100,000-gallon capacity, the Independent Hill tank served the surrounding community for many years but eventually was not sufficient to keep up with the growth and customer demands in the Rte. 234 corridor,” said Service Authority Chief of Project Management Debbie Maxwell.



Be a Pipeline Pal!

Do you want to be featured in our next newsletter?

Just fill out this quick survey below by April 23, and you could be selected as our first Pipeline Pal! Starting with the Summer 2018 issue, the Service Authority will spotlight one customer each season. The winning customer will be chosen at random and will be contacted for a quick interview and asked to submit a photo of him or herself. To participate, simply click the link below.

bit.ly/pipelinecustomer



You are receiving this message because you are subscribed to the Prince William County Service Authority customer information list. This email is the quarterly Newsletter of the [Prince William County Service Authority](#). It is intended to keep customers informed of ongoing improvement projects, community outreach, and other critical information.

We value your opinion. Click [here](#) to provide feedback about the emails you receive from us.



