

Waterline

From the General Manager

I had planned to write about our Fats, Oils and Grease (FOG) program because they cause over half of our wastewater spills. It begins so innocently. Someone pours a small amount of hot cooking grease into the sink and washes it down the drain. As the grease cools, it gels and sooner or later begins to build up in the line as more grease is dumped until – you get the picture. Help us protect the environment. Pour your household grease in a cup and dump it into the trash or drop it off at the Jolly Pond Road Convenience Center.

Now the reason for my topic change! Thank you for your patience and support during the Boil Water Advisory in September. Let me assure you that your JCSA Team did everything possible to prevent the situation and everything possible to protect you – our customer. When the waterline ruptured, over half of our team was trying to find the waterline leak during the dark early morning hours. Unfortunately, we found it too late and had to issue a Boil Water Advisory. It was not something we took lightly – we knew it would cause some to question our credibility. Our test indicated what we thought was true – there was no contamination. But we were not absolutely sure, so we made the choice that was in your best interest – issue a Boil Water Advisory.

If we had to do it all over, we would do some things differently – but we certainly would not make a decision that would compromise our customers in any way.

I helped distribute bottled water on the Saturday after the advisory was issued. It was heartwarming to witness first hand your patience, understanding and support during this difficult and unfortunate experience. That's why it is such an honor and pleasure to live and serve in our community.

Larry M. Foster, General Manager

As of OCTOBER 1, regulations for outdoor water use have ended for the year 2006. Regulations on outdoor water use will go back into effect for the year 2007 on May 1 through September 30.



WaterSmart Fall Landscape Series

Community Conservation Partnership

for neighborhoods and homeowners associations

Saturday, October 7

10:00 a.m. - 12:00 noon

James City/Williamsburg Community Center

5301 Longhill Road,
Williamsburg

Low Maintenance Landscaping

Saturday, November 4

10:00 a.m. - 12:00 noon

Human Services Center

5249 Olde Towne Road,
Williamsburg

Workshops are FREE.

No reservations needed.

For more information, visit
www.bewatersmart.org or
call 253-6859.

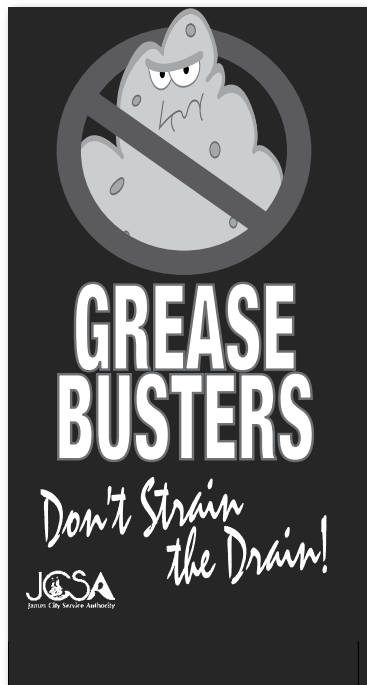
JCSA wins National Award

The American Membrane Technology Association recently awarded JCSA the 2006 Membrane Facility Award at the 2006 Biennial Conference and Exposition in Anaheim, California. The JCSA was recognized for its exemplary cost-effective application, design and operation of the 5 MGD reverse osmosis



membrane facility located at Five Forks.

Protect Your Home During the Holidays



The James City Service Authority (JCSA) is committed to minimizing the potential risk of wastewater spills and the resulting impact to your home and the environment. The JCSA responds to an average of 150 grease related service calls per year at a cost of approximately \$300 per call – 94 percent of those service calls are due to residential grease blockages.

Large amounts of fats, oils and grease (FOG) are produced everyday in household kitchens such as meat fats, lard, food scraps, dressings and sauces, baking goods, butter and margarine, shortening and dairy products. If these by-products of cooking enter into the wastewater system, they begin to adhere to the sides of the sewer lines. Over time, they begin to build up and harden. Blockage of the sanitary sewer line then occurs resulting in wastewater overflows and backups above ground into homes and the environment.

Help us to serve you better by never pouring fats, oils and grease down sink drains or into toilets. Follow these easy steps for proper disposal:

- ① **Pour** cooled oils and grease into an old glass jar or can and dispose of it in the trash or take it to the fats, oils and grease recycling container at James City County's Jolly Pond Convenience Center located at 1204 Jolly Pond Road. (James City County Solid Waste/Recycling 565-4000)
- ② **Remove** excess grease left on cook ware with a paper towel and dispose of it in the trash and scrape excess food scraps left on cook ware into the trash.
- ③ **Tell** your family and friends about protecting their home and preserving the environment through proper disposal of fats, oils and grease.

Come by the James City/Williamsburg Community Center, 5301 Longhill Road, Williamsburg Nov. 13 - Dec. 17 and check out our GreaseBusters display for FREE information and give-aways. For more information, contact the JCSA at greasebusters@james-city.va.us or call 253-6859.

Watch WaterSmart Landscape Makeover

This 15-minute instructional video will show you how to practice water conservation without sacrificing the appearance of your home. Shows daily through Nov. at 10 a.m. and 6 p.m. on JCC TV48 or *Video on Demand* at www.jccEgov.com. Special thanks to the following sponsors: Peninsula Hardwood Mulch, STI Turf Care, Williams Landscaping & Design, Meadow Spring Turf, Belden Landscapes, Cooke's Gardens, Ace Hardware, Virginia Cooperative Extension, James City County/Williamsburg Master Gardeners, Turf Love, Housing Partnerships, Harmony Design.

Stay Informed

Receive information on water/sanitary sewer services, water conservation and much more by visiting www.jccEgov.com and join our mailing lists under News/Events for the latest information.

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General Manager.....	253-6805
Customer Service.....	253-6800
Emergency, normal hours 7:00 a.m. - 3:30 p.m.....	229-7421
Emergency, after hours.....	566-0112