

MIDDLEBURG MEMO



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Middleburg Taking Steps to Improve Water Aesthetics

Do you sometimes see discolored water coming out of your tap? We've seen it, too, and we know it's not ideal. However, the Town is taking a number of steps to reduce instances of discolored water and to continually provide clear and aesthetically pleasing water.

What is it?

All of the Town's water comes from groundwater sources – five wells that are strategically located around the Town. Naturally occurring elements and minerals, such as iron and manganese, are prevalent in our region. Three of our wells connect to water treatment plants that use sand filtration to significantly eliminate these elements in our treated water. Two of our wells do not have filtration but use an EPA-approved chemical that sequesters the iron and manganese and binds them in complex molecular structures to inhibit them from coming out of solution and into a visible form. As such, customers would normally not see any discoloration in their tap water.

Why do I see discolored water?

Generally, water flows at regular speeds based on consistent demand throughout the Town. However, if a particular customer conducts an activity that draws a significant amount of water, it can increase the velocity of the water in the mains. This increase in velocity can "stir up" any sediment that has settled in the mains, causing a temporary discoloration of water until it settles again.

Sometimes, persons have illegally used a fire hydrant to fill a water tank (such as contractors or landscaping companies). This activity is both illegal and potentially damaging to our water system. If you see an unauthorized person using a fire hydrant, please call the police at 540-687-6633 or the Town Office at (540) 687-5152.

The Town's water treatment plant located on The Plains Road – referred to as the "Well 4 Treatment Plant" – requires a regular maintenance function using a large volume of water. This maintenance activity – called a "backwash" – pulls water from the Town water system at a high rate of flow, similar to flushing a hydrant. This particular process has caused water to be stirred up a number of times over the past months.

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New Bill Format for Water/Sewer Services

The Town of Middleburg is excited to provide a new billing format for our Water/Sewer Service Customers. The new billing format provides our customers with better clarity, customization, and efficiency. As a note, customers already enrolled in eBill for water/sewer services, will also receive a paper copy of their bill. Want to sign-up for eBill? Contact the Town Office to enroll your water/sewer account today!

Stay Informed with Notify Me®

Periodically, the Town issues emergency alerts in response to events such as water line breaks. Signing up to receive our electronic alerts via Notify Me® is easy and fast! Visit our website, middleburgva.gov/alerts, and enter your email address to start the process. From there, you can manage how you would like to receive the alerts (email and/or text messages), and what category of alerts you would like to receive, such as: Emergency Alerts, Weekly eNewsletter, Job and Bid Postings, and items posted on the Community and Special Events Calendar.

Christmas Tree Recycling

The Town's refuse and recycling contractor, American Disposal Services, will pick-up *natural* Christmas Trees on the normal pick-up days (Wednesdays) throughout the month of January. *Natural* Christmas Trees should be placed alongside your trash cart and should **NOT** be placed in plastic bags. All decorations, including tinsel and lights, must be removed.

UPCOMING EVENTS

Stay up-to-date with Notify Me® online at middleburgva.gov/alerts.

Town Office Closed for the Holidays

In observance of the upcoming holidays, the Town Office will be closed on the following days:

January 18, 2021

February 15, 2021

For water and sewer emergencies, please call Inboden Environmental Services at (800) 648-1010.



TOWN OF MIDDLEBURG

10 W. Marshall St., PO Box 187
Middleburg, VA 20118-0187
middleburgva.gov (540) 687-5152

MAYOR & TOWN COUNCIL

Trowbridge M. Littleton, Mayor Philip M. Miller, Vice Mayor
Chris W. Bernard J. Kevin Daly
Peter Leonard-Morgan Darlene Kirk Morris "Bud" Jacobs
Cindy C. Pearson

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How is the Town minimizing these situations?

To further reduce the instances of discoloration in the water system, the Town is taking a number of proactive steps.

First, our water operator (IES) flushes all of the Town's water mains on a regular basis. Flushing the mains results in a significant increase in water velocity which helps remove any sediment. IES conducts this activity overnight in order to minimize the impact on customers.

Second, the Town's water tank contractor will be conducting a washout of the two water tanks in the near future. This will eliminate any of the sediment that has settled in the tanks.

Third, the Town is reducing its dependency on Wells 2 and 3 which do not have sand filtration systems. By limiting the amount of iron and manganese that enter our water mains, we hope that we will have fewer sediment deposits to "stir up." It should be noted that water mains and individual water laterals may have a coating of these elements that have built up over time and could be released based on normal usage patterns.

Fourth, the Town anticipates automating the backwash activity and scheduling it to be conducted during the overnight hours. We expect to begin this at 11pm on Tuesday, January 19th and plan to conduct this activity every two weeks (subject to change if operational needs require). This should allow plenty of time for the water to settle before most customers are awake.

Finally, the Town is proceeding with a capital project at the Well 4 Treatment Plant to reduce the dependency on the Town's water system for backwash maintenance activity. In short, the Town will be building a new storage tank so that the backwash process pulls water from a dedicated storage tank and not from the Town's distribution system, thus eliminating the high velocity flows during this process.

What should I do if my water is discolored?

The best action to take is to run many of your cold water faucets until the water clears. Do not run your hot water, as that will introduce the discolored water into your hot water heater. If the cold water taps do not clear after 5-10 minutes, please contact the Town.

Is my water safe to drink?

Absolutely. All of the Town's water is tested regularly and reported to the Office of Drinking Water (ODW) in the Virginia Department of Health. All of our tests meet or exceed the standards set by ODW. Even if the water is not aesthetically pleasing for a brief period, it remains safe. Customers with questions are encouraged to contact the Town at 540-687-5152 during business hours. Any after-hours emergencies related to water or sewer service should be directed to IES at 800-648-1010.

2021 Business License Renewals

Town of Middleburg Business License renewals will be mailed to existing businesses in mid-January, with filings and payments due March 1, 2021. Renewal filings and payments not received on or before March 1, 2021, will incur penalties and interest. Business owners who do not receive a 2021 renewal filing by February 5, 2021, should contact the Town Office. The 2021 Business Licenses for completed renewals will begin to be mailed to business owners on March 15, 2021. For questions about Business License renewals, contact the Town Office by phone, (540) 687-5152, or by email, treasurer@middelburgva.gov.

Post Your Address

A friendly reminder to please make sure that your home or business address is prominently displayed as required by the Town Code. The clear display of building numbers is important for many reasons, including making life easier for: Emergency responders (Fire/EMS/Police), Delivery Personnel, Your Customers.

Numbers must be posted as follows:

- In Arabic numbers (not spelled out in script)
- Minimum 4" high
- Color must contrast with background on which it is posted
- Located at the front entrance or otherwise on the building so that it is clearly visible from the street
- If the number cannot be posted on the building where it is clearly visible from the street, then it shall be displayed at the end of the driveway or accessway nearest the street

Snow Removal - Be a Good Neighbor

The Virginia Department of Transportation (VDOT) is responsible for the maintenance of all roads in Middleburg, including snow plowing operations. The Town does some snow plowing and removal to augment the State's services in severe weather. Residents are kindly reminded that Washington Street (Route 50) is a snow emergency route. As such, parking is prohibited along that road in the event of a severe snowstorm.



Under Middleburg Town Code Section 91-9, it is the responsibility of owners/occupants of property within a commercially zoned district to remove snow and ice from the sidewalk within six hours after the snow has ceased to fall, unless it ceases during the night, in which case the snow must be removed by 12 noon the next day. In the event the snow falls on a Sunday, it must be removed by 12 noon the following Monday. Please do your part to assure that pedestrians can safely access your businesses!

VDOT's goal is to make all roads passable within 48 hours after a winter storm event ends. This does not mean that roads will be cleared "curb to curb" or "down to the asphalt". For additional information on tracking VDOT's progress during as well as after a storm, please visit www.vdotplows.org. This website allows residents to view VDOT's mobilization plan for winter weather in greater detail and shows snow removal progress during and after a winter storm event. Additional questions regarding VDOT's plowing operations should be directed to VDOT's St. Louis Office at (540) 687-6294.