

Norfolk
Department
of Utilities

Monthly
Report



At Work

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Utilities receives Platinum Award for Utility Excellence

AMWA honors Norfolk Utilities at their Annual Meeting in New Orleans



Kristen Lentz, Director of Utilities, accepts Platinum Award from Brian Ramaley, AMWA President

Norfolk Utilities received the Association of Metropolitan Water Agencies (AMWA) Platinum Award for Utility Excellence, at the AMWA's Annual Meeting October 19-22, in New Orleans, Louisiana. At the awards luncheon, on October 20th, Norfolk was one of 11 public drinking water systems that were honored with the Platinum Award. Brian Ramaley, AMWA President stated, "AMWA's 2008 award winning water agencies are industry pace-setters, systems where management vision and employee commitment create sustainable utilities producing ample supplies of clean, safe water for their communities. These systems have implemented a full range of successful initiatives that address all of the industry-recognized attributes of effectively managed utilities."

AMWA bases its selections on the Ten Attributes of Effectively Managed Water Sector Utilities, which include: product quality, customer satisfaction, employee and leadership development, operational optimization, financial viability, infrastructure stability, operational resiliency, community sustainability, water resource adequacy, and stakeholder understanding and support.

In their news release, the AMWA stated "The City of Norfolk Department of Utilities enhanced product quality by changing coagulants at its largest water treatment plant, resulting in reduced turbidity, a 20 percent reduction in disinfection byproducts, and elimination of a planned \$50 million future capital expenditure. Through a new supervisor academy, the Virginia utility has increased capabilities of its employees and created new positions for succession planning."

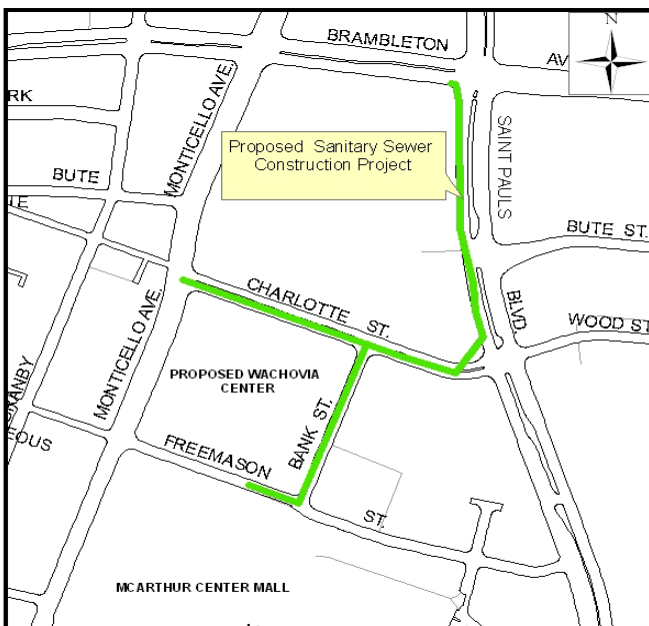
This is a great achievement for the Department of Utilities and the City of Norfolk. This award signifies that Norfolk's Department of Utilities is one of the top 11 large, metropolitan water agencies in the Nation.



AMWA 2008 Platinum and Gold Award Winners

Utilities CIP Update

The City of Norfolk's Department of Utilities recently began construction on the St. Paul's Area Sewer Project. Construction is necessary due to the increasing sanitary sewer needs of upcoming developments in the downtown area. This project will provide new and upgraded sanitary sewer systems that will quickly and safely carry residential and commercial sanitary sewer flow to the City's sewer pump stations and the Hampton Roads Sanitation District. Several streets will experience construction-related closures, including: St. Paul's Boulevard, Charlotte Street, Bank Street, and Freemason Street. Norfolk Utilities is making every effort to minimize construction-related inconveniences to the affected area. Residents and businesses are not expected to experience any break in sanitary sewer service as a result of this project. The anticipated completion date for this project is Fall 2009. Open house meetings for this project are being held the third Wednesday of each month at the Scope Arena. Any interested parties are welcome to attend. For more information you can visit www.norfolk.gov/Utilities/engineer/StPauls.asp or send an email to StPaulsBlvd@norfolk.gov.



PROJECT LOCATION MAP

Fight the Fat

As the holiday season approaches, home cooked holiday meals are on everyone's mind. As you prepare your holiday feasts, don't forget to fight the fat and properly dispose of all fats, oils and greases.

Fight the Fat Drain-Saving Tips

- Never pour oil or grease down the drain and avoid using hot water to wash grease away.
- Use a paper towel to wipe up small amounts of cooking oil, then throw the towel in the trash.
- Scrape food scraps, oil and grease from utensils and cooking equipment prior to washing to keep grease out of cleaning water.
- Pour cooled grease and food into a can and put it in the trash.
- Recycle used cooking oil at household chemical waste facilities. For a list of facilities, visit www.hrclean.org.



Remember to...

- Designate one glass for drinking each day. This will cut down on the number of times you run your dishwasher.
- Don't use running water to thaw food.
- Use the garbage disposal sparingly; compost instead and save gallons.
- Keep a pitcher of water in the refrigerator instead of running the tap for cold drinks.
- Wash your produce in the sink or a pan instead of under running water.
- Soak your pots and pans instead of letting the water run while you scrub them clean.

For more water saving information visit www.hrwet.org.

