Welcome to AlexRenew!

Collecting, conveying, and cleaning sewage is vital to the health of our community and environment.

Thank you for joining us to learn more.
Alexandria’s water is managed by three distinct entities.

- **Virginia American Water**: Provides drinking water for homes and businesses.

- **The City of Alexandria**: Operates and maintains the sewer pipes which collect sewage and transport it to the wastewater treatment plant at Alexandria Renew Enterprises (AlexRenew).

- **AlexRenew**: A public agency that maintains the larger pipes and pump stations linking the City’s collector main pipes to the treatment plant. These large pipes are called interceptors. Sewage is treated at AlexRenew. AlexRenew processes the used water to near-drinking water quality and returns it to Hunting Creek, which flows into the Potomac River. As of July 2, 2018, AlexRenew owns the four combined sewer outfalls and the program associated with improving them.

- **The City of Alexandria** also operates and maintains the stormwater drains, pipes, and public roadways that collect stormwater, which is rain or melted snow, from hard surfaces like roofs, driveways, parking lots, and streets. These hard surfaces – or impervious surfaces – prevent stormwater from naturally soaking into the ground. The stormwater drains and pipes generally flow to local waterways and the Potomac River, and eventually the Chesapeake Bay.
AlexRenew treats wastewater from homes and buildings in Alexandria and parts of Fairfax County.

We serve over 300,000 people.

AlexRenew is a public wastewater agency that was created in 1952 by City Council. It is an independent operation.

AlexRenew collects and treats over 13 billion gallons of used water each year at its 35-acre site.

That’s 35 million gallons a day of used water made useful before being returned to Hunting Creek, which flows to the Potomac River.

The AlexRenew team is committed to protecting the environment and our thriving local community.

AlexRenew is led by a five-member citizen board appointed by City Council.

AlexRenew employs over 100 people, including plant operators, lab technicians, and engineers, who are all essential to running the plant efficiently.
From Wastewater to Clean Water

AlexRenew completes the water cycle by transforming wastewater into clean water and renewable resources.

1. **Where your water goes**
   - From your showers, laundry, sinks, and toilets, dirty water flows down the drain and through the sewer to AlexRenew.

2. **Take out the trash**
   - Screens remove a variety of objects that go down the drain—food scraps, toys, wipes, etc.—things that cannot be reused and must go to the landfill.

3. **Separate the solids**
   - Our settling tank is like a giant pool where we separate water from grease and solids. Grease is light and rises to the top of the tank. Heavier solids, like dirt, fall to the bottom.

4. **Put bugs to work**
   - Microbes, also called bugs, may be small, but they play a big role in cleaning wastewater by eating pollution and using it to fuel their bodies.

5. **Separate the bugs**
   - In the second settling tank, bugs—heavy from their meal of water pollution—fall to the bottom of the tank, separating from the water. Active bugs return to work (step 4) while others go to the digesters (step 7).

6. **Purify the water**
   - Filters purify the water, and ultraviolet light destroys bad bacteria to protect your health. We reuse some clean water; the rest is returned to the Potomac River via Hunting Creek.

7. **Digest the solids**
   - Just like water, we transform our solids. New microbes break down the pollution-eating bugs, releasing methane gas that we use for energy.

8. **Remove the water**
   - We remove water from the solids until they are as thick as dirt. The water goes back into the process for further cleaning. The solids are taken to farm fields, returning vital nutrients to the soil to help plants grow.

As an operator, I maintain our equipment and fix it when it breaks.

As an engineer, I make sure our water cleaning process works efficiently.

I work on the computer system that automates our process. Like a brain, it controls all of our equipment.

I work in the lab. I test the water we transform to be sure it's clean and safe.

I work in the lab. I test the water we transform to be sure it's clean and safe.

I'm an operator. I monitor and control the water cleaning process!

I'm an operator. I monitor and control the water cleaning process!

I maintain our equipment and fix it when it breaks!

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I work in the lab. I test the water we transform to be sure it's clean and safe!

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I work in the lab. I test the water we transform to be sure it's clean and safe!
What we do requires continual investment in our team and our facilities.

AlexRenew maintains over $1 billion in wastewater infrastructure.

35-acre site

5 pump stations

20 miles of interceptors
(large pipes connected directly to the wastewater treatment plant)
Your AlexRenew bill includes two charges.

Base Charge
Fixed charge based on the meter size. Covers maintenance and replacement costs of buildings and equipment.

Wastewater Treatment Charge
Volume charge based on how much water you use and the expenses required to clean that water.

If you use 3,000 gallons of drinking water within your home in a month, then your household produces 3,000 gallons of wastewater in the same month.
Alexandria has two types of sewer systems.

Both systems have issues that pollute our waterways when it rains.

ALEXANDRIA AND FAIRFAX COUNTY-OWNED

Separate Sanitary Sewer System

Two-pipe system:
One for sewage and one for rainwater.

Issue
Rainwater is usually separate from wastewater in a sanitary sewer system. But during rain events, rainwater can get into sewer pipes through cracks and faults in the pipes, overwhelming the system and causing overflows.

Challenges
This can cause:
• Sewer backups into basements
• Overflows into waterbodies
• Public health risks

ALEXANDRIA-OWNED

Combined Sewer System

One-pipe system:
Carries both sewage and rainwater.

Issue
This legacy system features one pipe for sewage and rainwater. On rainy days, the capacity of the sewer pipes is often exceeded, resulting in overflows into local waterways.

Challenges
This can cause:
• Overflows of raw sewage mixed with rainwater into waterbodies via four outfall sites
• Trash and other debris in waterways
• Public health risks

In 2016, the Department of Environmental Quality required a plan to eliminate sanitary sewer system overflows in the AlexRenew system.

In 2017, Virginia passed a law requiring Alexandria to remediate these combined sewer outfalls by July 1, 2025; outfalls are now owned by AlexRenew.
AlexRenew is building a tunnel system to mitigate both the combined sewer and sanitary sewer overflow issues.

Benefits for Alexandria:

- 98% capture of combined sewer overflows (sewage mixed with rainwater)
- Mitigation of sewer overflows and basement backups during average rain events in the AlexRenew system
- Significant reduction of bacteria, trash, and nutrients discharged to our waterways
- Potential stream restoration along Hooffs Run
- Enhanced community access to waterfront at Oronoco Bay
- Fairfax County is a partner in the solution.

This program is called RiverRenew. RiverRenew will achieve ...

A cleaner community for future generations
A safer environment for wildlife
Updated and new infrastructure to create and maintain healthier waterways for our community
RiverRenew is a significant investment in the health of our waterways.

The program is currently estimated to cost between $370 million and $555 million.

Note: Current estimates are based on an approximately 10% level of planning and design.
AlexRenew is proposing rate adjustments for the next two years.

All customers will see the same percentage increase in their AlexRenew charges if meter size and volume of purchased water remain the same.

<table>
<thead>
<tr>
<th>AlexRenew Monthly Bill (example)</th>
<th>Today</th>
<th>FY2020 (July 2019)</th>
<th>FY2021 (July 2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Charge</td>
<td>$9.61</td>
<td>$10.83</td>
<td>$12.05</td>
</tr>
<tr>
<td>Wastewater Treatment Charge</td>
<td>$27.08</td>
<td>$30.52</td>
<td>$34.00</td>
</tr>
<tr>
<td><strong>AlexRenew Total</strong></td>
<td><strong>$36.69</strong></td>
<td><strong>$41.35</strong></td>
<td><strong>$46.05</strong></td>
</tr>
<tr>
<td>% Increase</td>
<td></td>
<td>13%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Notes:
1. Estimate for average residential user
2. Based on 4,000 gallons of water usage
3. The AlexRenew sewer bill also includes the City Sanitary Sewer System Capital Investment and Maintenance Fee

You can estimate what your future wastewater treatment charge might be at [alexrenew.com/know-your-rates](http://alexrenew.com/know-your-rates).
Proposed rate adjustments assist in funding RiverRenew and AlexRenew’s continued operations.

Fiscal Year 2021
(Example)

AlexRenew offers different options for customers who may struggle to pay their sewer bills, including extended payment plans and our WATER Fund.

Customers who may have challenges paying their AlexRenew bills can contact customer service at 703-549-3383 to ask about the options.

AlexRenew also works with housing and other resources to understand the assistance programs available to these customers.

Virginia American Water
Customer Assistance
1-800-452-6863

City of Alexandria
Help Line
703-746-HELP

Virginia American Water
Customer Assistance
1-800-452-6863

City of Alexandria
Help Line
703-746-HELP
Thank you for coming!

Contact Us

LEARN MORE
about this rate increase at alexrenew.com/know-your-rates

QUESTIONS?
askriverrenew@alexrenew.com
703-518-6030

FOR ADDITIONAL INFORMATION
and answers to common questions about RiverRenew, visit riverrenew.com/faq
What about drinking water?

Virginia American Water provides water service in the City of Alexandria. The company also provides water service in Hopewell, Fort Lee and in and around Virginia’s Northern Neck. Virginia American Water is the water and wastewater provider for Dale City.

Local drinking water is sourced from the Potomac River and Occoquan Reservoir. For Alexandria, treated water is purchased from Fairfax Water.

How are Virginia American Water rates determined?

• Based on real costs of treating and delivering water to customers

• Regulated by the Virginia State Corporation Commission

Virginia American Water will implement interim water and wastewater rates on May 1, 2019 for residential, commercial and industrial customers. If necessary, Virginia American Water will refund with interest any amount billed in excess of the final approved rates, once the final rates are determined by the SCC.

New water rate information

If you have questions about drinking water rates or services, please contact Virginia American Water at 1-800-452-6863 or go to virginiamwater.com.