

# Alexandria's Water System



## Drinking Water

When you turn on your faucet or start your laundry, the water you use comes from Virginia American Water, which provides the drinking water you need for your home or business.

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### Virginia American Water

800-452-6863  
amwater.com/vaaw



## Sanitary and Combined Sewer Systems

The City of Alexandria operates and maintains the sewer pipes that connect your home or business to collector main pipes. These pipes collect sewage and transport it to the wastewater treatment plant at AlexRenew.

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### City of Alexandria

703-746-4311  
alexandriava.gov/sewers



## Wastewater Treatment

AlexRenew is a public agency that maintains the larger pipes - called interceptors - and pump stations that link the City's collector main pipes to our wastewater treatment plant. Sewage is treated at AlexRenew by processing the used water to near-drinking water quality and returning it to Hunting Creek, which flows into the Potomac River.

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### AlexRenew

703-721-3500  
alexrenew.com

## **What does AlexRenew do?**

AlexRenew is the wastewater treatment authority for Alexandria and parts of Fairfax County. We process approximately 13 billion gallons of wastewater each year for more than 300,000 customers. Our team operates 24/7/365 to provide a valuable public service to our community, and to protect local waterways from pollution.

## **When did my AlexRenew account start?**

AlexRenew receives account information and meter readings from Virginia American Water. For this reason, all account holders must also have an account with them. To start or stop service, you must first do so with Virginia American Water Company. Contact Virginia American Water at (800) 452-6863 or visit Virginia American Water's webpage on turning service on/off.

## **Why do I receive one bill for water and one for wastewater?**

Most Alexandria residents receive two separate bills: One for the drinking water that's delivered to your home by Virginia American Water, and one for the wastewater treatment services provided by AlexRenew.

## **Why is my AlexRenew wastewater bill sometimes higher than my drinking water bill?**

Treating wastewater is a more complex and costlier process than bringing drinking water into your home. We also have a responsibility to protect the health of the Potomac River where we discharge wastewater after it's treated.

## **Is AlexRenew a private, for-profit business or is it a division of the City of Alexandria?**

We are neither. AlexRenew is a political subdivision of the Commonwealth of Virginia - a public entity, independent of the City government both administratively and financially. We do not make profits, have shareholders, or pay dividends. We get our authority to operate through the Virginia Water and Waste Authority Act. AlexRenew works closely with the City of Alexandria to provide a service to the community that is critical in protecting public health and waterways.

