



King George Service Authority
9207 Kings Highway
King George, VA 22485

<<Name>>
<<Address>>
<<City>>, <<State>> <<Postal Code>>

Monday- Friday
8 a.m. to 4:30 p.m.

During hours 540-775-2746
After hours 540-775-2049
Billing 540-775-1657
Fax 540-775-5560

Sign up or check your
settings for KG Alert at
kinggeorgecountyva.gov/alerts.



THE FLOW

Service Authority Newsletter

ABOUT THE AUTHORITY

King George Service Authority (KGSA) is a political subdivision, and as such, operates as a separate entity from the county—though the authority commonly partners with its local governing body to utilize its resources. The authority was established in 1992 and began operations in 1994. As the county grew, more neighborhoods were built, and with them, new water and/or wastewater systems were constructed. With rigorous local, state and federal laws regarding water and wastewater, most neighborhoods were not equipped to maintain independent systems, so the service authority acquired systems to relieve homeowners from the responsibilities of upholding health and safety regulations. Today, KGSA serves nearly 17% of King George residents and maintains 450 miles of pipe, enough to stretch from King George to Hartford, Connecticut. Scan the code to learn more about the authority or visit kinggeorgecountyva.gov/aboutKGSA.



CHANGES IN BILL PAYMENTS

The King George Service Authority (KGSA) will no longer be utilizing MuniBilling for payment and customer service. MuniBilling will still print and mail bills, but all payments will now be processed in partnership with King George County through the treasurer's office. The benefits of switching to this new system include insource customer service, payments accepted in person, and cost savings reallocated to infrastructure improvements.

Beginning Jan. 10, customers may use their account number to create login credentials with the new payment software by scanning the QR code below or visiting kinggeorgecountyva.gov/KGSApayments. For bills due Feb. 15 and beyond, payment options with the treasurer's office will be in the following ways:



- **Drop box or mail checks** to King George County Treasurer, 10459 Courthouse Drive, Suite 100, King George, VA 22485
- **In-person checks, cash or major credit cards** (3.25% convenience fee for cards) accepted at King George County Treasurer, 10459 Courthouse Drive, Suite 100, King George, VA 22485
- **Online banking**
- **E-checks** (\$1.50 convenience fee) with option to set up autodraft
- **Credit cards** (3.25% convenience fee) with option to set up autopay

Rates remain the same and are set by the authority's board of directors. The authority fiscally utilizes an enterprise fund, which solely collects revenue from bills for reinvestment into operations. If the authority needs to spend monies not available in the fund, then the authority will leverage its very strong credit to apply for the issuance of a bond, typically a solution for funding large projects. The principal and interest of bonds are repaid over time through the collection of rates and fees by customers as users directly benefit from the improvements, maintaining the enterprise fund financial structure. To view current rates, scan the QR code to the right or visit kinggeorgecountyva.gov/KGSArates.





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INFRASTRUCTURE UPDATES

The King George Service Authority (KGSA) is currently working to interconnect its systems. The authority has nine systems. Of these nine, four are planned to be interconnected over three upcoming projects.

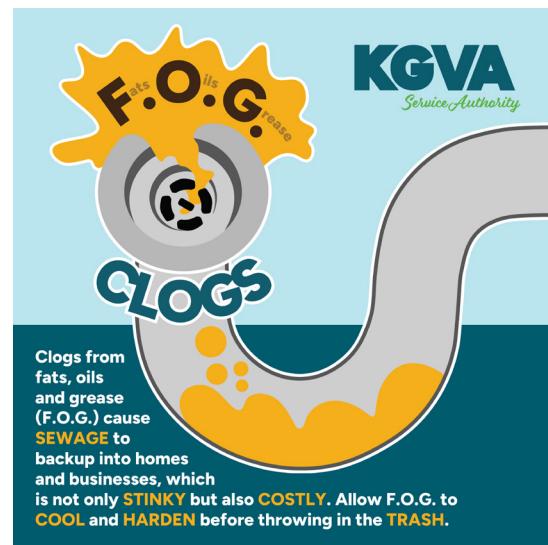
- The Canterbury System will be connected to the Courthouse System and is expected to be complete by Spring 2026. This project will include the installation of a water line along Route 3 from Tractor Supply to the existing system bordering the north side of Canterbury Loop.
- The Circle System will be connected with the Courthouse System and is expected to be complete by Spring 2026. This project will include the installation of a water main line along Route 205 from King George Elementary around Circle Loop onto Action Lane.
- The Courthouse System will be connected to the Hopyard System, resulting in the connection of the Circle, Canterbury, Courthouse and Hopyard systems, which is expected to be complete by Fall 2026. Water and wastewater lines will be installed along Route 3 from Comorn Road to Port Conway Road, and a wastewater line will extend along Port Conway Road to connect with the existing treatment plant. Simultaneously, a separate project to decommission the Purkins Corner Wastewater Treatment Plant will be taking place.

These improvements are funded by \$21 million in American Rescue Plan Act (ARPA) grants from the Virginia Department of Environmental Quality (VDEQ) and Virginia Department of Health (VDH). These projects will allow the authority to replace aging infrastructure and interconnect operations to create redundancy, which allows service to continue in the event of a break or other emergency, as well as position the authority for future success in service and compliance for upcoming regulations and mandates.

HELP PREVENT CLOGS & COSTLY DAMAGE

Enclosed with this letter is a magnet with helpful tips on preventing clogs caused by fats, oils, and grease (FOG). Remember, only the three P's—pee, poo, and (toilet) paper—should be flushed down the toilet. Many wipes are misleadingly labeled as "flushable," but similarly to FOG, wipes do not break down in the wastewater system. Instead of flushing wipes, just simply toss them in the trash. The three P's are the only materials home plumbing and the authority's wastewater system are designed to process. If other materials enter plumbing, a clog may occur, leading to an obstruction in flow, backing up the wastewater system, which damages infrastructure, harms the environment, and puts your family at risk of exposure to raw sewage in your home or on your street.

If a clog occurs before the main line access point on a property, the owner is responsible for the cost of repairs. If a clog occurs after the main line access point, the authority is responsible for repairs. However, excessive clogs after the main line access point can lead to increased costs for the entire system, potentially resulting in higher rates for all customers. Therefore, it is crucial for everyone to avoid introducing FOG, wipes, and other foreign objects into the wastewater system in order to maintain quality service and stabilize costs.



ANNUAL DRINKING WATER QUALITY REPORTS

Consumer Confidence Reports (CCRs), also known as drinking water quality reports, provide important information about the quality of your drinking water. The U.S. Environmental Protection Agency (EPA) requires every community water

supplier to provide a CCR to its customers. Scan the QR code to the left to view your report from the service authority or visit kinggeorgecountyva.gov/dwqr. If you rent or lease, you may need to contact a building manager or landlord for more information. If you are unsure which system serves your home, view the map at kinggeorgecountyva.gov/KGSAmap. The EPA does not regulate private wells and does not require CCRs. To learn more about safe water when using private well systems, maintaining private wells, and testing private well water, please visit CDC's Private Ground Water Wells page at cdc.gov/drinking-water/safety.

