



**NEWS RELEASE
FOR IMMEDIATE RELEASE**

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WATER TOWER RENOVATION AND PAINTING CONTRACTOR TO PROVIDE UPDATE OCTOBER 9

PURCELLVILLE, Va. October 5, 2018 — Progress continues with the renovation and painting on the Town's water tower. As the work is not moving as expediently as originally projected, the Mayor and Town Council remain concerned about the diminished cellular service in certain areas of the Town. To address the service issues, staff has been working with the project contractor and representatives for the four cellular carriers to ensure that they continue to evaluate customer cellular service and connectivity issues as well as discuss options for temporary technical solutions during the structural repairs and painting of the structure. Verizon has agreed to send field crews to the Hirst Farm and Locust Grove communities to check and evaluate signal strength. AT&T has also committed to work with their field operations team to investigate service issues.

In addition to these efforts, the Town has invited Brad Brown from Utility Services Company, Inc., the Town's general contractor for this project, to provide an update at a public **Town Council Special Meeting scheduled for Tuesday, October 9, 2018 at 6:00 pm in the Town Hall Council Chambers**. Mr. Brown is expected to provide status updates on the structural repairs as well as structural enhancements and strategies to improve temporary cellular service for the duration of this project as well as enhancements for the future. Representatives from one or more of the cellular carriers may also be in attendance.

It remains extremely important for residents and businesses experiencing cell interruptions to contact their cell carrier directly to ensure that the carriers are made aware of the problem. After reporting the issue to the carrier, residents may also report an interruption of service to the Town by contacting Hooper McCann, Director of Administration, hmccann@purcellvilleva.gov. Complaints are being documented and mapped to assist Town staff in coordinating connectivity issue reports to the carriers.

Please report service issues directly to the cellular carriers via:

- AT&T: [AT&T Wireless Contact Info - https://www.att.com/contactus/index/wireless.html?tab=1](https://www.att.com/contactus/index/wireless.html?tab=1)
- Verizon: Twitter at @VZWSupport, Facebook Messenger at www.facebook.com/Verizon; [Verizon Support Services - https://www.verizonwireless.com/support/services-and-apps/](https://www.verizonwireless.com/support/services-and-apps/)
- T-Mobile: [T-Mobile Contact Info - https://www.t-mobile.com/contact-us.html](https://www.t-mobile.com/contact-us.html)

The Town of Purcellville, Virginia

Purcellville is an award-winning town of over 9,000 residents located in Loudoun County, approximately 40 miles west of Washington, DC. Having received the prestigious Siemens Sustainability Award for Small Communities, Purcellville continues to be honored for its green initiatives with most recently being the Tree City USA recipient for the 10th year. The Town was reaffirmed as a AAA rated community by S&P Global Ratings, the highest credit rating possible, and is recognized as one of the safest towns in Virginia. Once a stop along the W&OD rail line, Purcellville has maintained its historic old-town feel through the restoration and maintenance of its many downtown structures, reflecting the Victorian architecture popular during the early 1900s. Today, Purcellville is the economic hub of western Loudoun County and a popular weekend destination for antiquing, entertainment, farmer's markets, wineries, breweries, distilleries and restaurants. More info at www.purcellvilleva.gov.

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