



Cape Charles: private service with local expertise

It's been a year since the Town of Cape Charles sold their water and wastewater systems to a private water provider, and a lot of progress has already happened. Here's a quick recap.

In 2024, Cape Charles chose Virginia American Water to provide the town with safe, reliable water and wastewater service. In addition to bringing new technologies to get the job done right, the company also added eight Cape Charles residents to the team.

A Commitment to Investing in the Community

Virginia American Water is in the process of a comprehensive planning study of the drinking water and wastewater systems. In total, the company plans to invest more than \$10 million in Cape Charles' water and wastewater systems by 2032. These investments are part of a statewide initiative to accelerate replacing aging infrastructure and increase system reliability and resiliency in communities they serve. Last year alone, they invested over \$1.9 million in Cape Charles. **Here are highlights of the projects completed:**

Key water system improvements

- Replaced over 800 water meters
- Installed new SCADA technology to allow operators to manage plant operations from a centralized location and monitor conditions in the distribution system
- Enhanced water quality by replacing the treatment plant's filter media
- Improved system resiliency by installing new or replacing existing generators
- Completed plant upgrades to improve employee safety and security

Key wastewater system improvements

- Installed meters to collect and measure data on sewage flows
- Completed smoke testing of sewer laterals to identify leaks or breaks in sewer lines
- Inspected sewer laterals using CCTV camera technology to identify tree roots or debris that have entered the pipes as well as inflow and infiltration of groundwater and stormwater
- Completed plant upgrades to improve employee safety, including lighting, HVAC and ventilation improvements

Cape Charles Operation at a Glance

Providing water and wastewater service to Cape Charles since 2024.

System Investments

Over \$1.9 million invested to replace and upgrade water infrastructure in 2024

Customer Served

Approximately 1,300 residential customers and 130 commercial customers

Treatment Facilities

Water treatment plant: Average daily delivery of 175 thousand gallons per day

Wastewater treatment plant: On average, treats 250 thousand gallons of wastewater (750,000 gallons peak)

Source of Supply

Yorktown Eastover Aquifer

Miles of Pipe

Water: 24.3 miles

Wastewater: 25.8 miles

Full-time Employees

9 water and wastewater professionals

