

Restoring Trust

Delivering Solutions to Distressed Water Systems in West Virginia



Across West Virginia, communities are facing increasing pressure to maintain safe, reliable water service as aging infrastructure, limited local resources and rising regulatory expectations strain smaller and distressed systems. Many local utilities are operating legacy systems with limited staffing, constrained rate bases and insufficient rates, making it difficult to fund critical upgrades, maintain compliance and keep pace with evolving treatment and monitoring requirements. For communities like Cedar Grove and Armstrong Public Service District, partnering with a private, regulated water provider has provided a practical path forward—bringing the capital, technical expertise and regulatory oversight needed to stabilize operations, modernize infrastructure and restore confidence in essential water service.

Town of Cedar Grove, West Virginia

For years, the Town of Cedar Grove, which served approximately 519 customers in Kanawha County, struggled to maintain adequate service for customers. Deferred maintenance left the town with aging infrastructure that contributed to significant leaks, main breaks and service interruptions. At the same time, the town lacked the financial resources needed to continue maintenance and upgrades to its water treatment plant and distribution system. By early 2021, Cedar Grove officials determined that continued operation was no longer sustainable and concluded that selling the distribution system to a private, regulated water provider was in the best interest of customers. In April 2021, Cedar Grove and West Virginia American Water filed a joint petition with the Public Service Commission of West Virginia, and by October 2021 Cedar Grove customers officially became part of West Virginia American Water's network.

Community Benefits

- Restored reliable water service for customers and significantly improved efficiency
- Stabilized water rates and expanded access to reduced-rate options and customer assistance programs for qualifying households

Since 2021,
more than

**\$9
million**

has been invested to replace nearly **20,000 linear feet of water main**, as well as **every water service line and fire hydrant serving residents in Cedar Grove**.

As a result, West Virginia American Water lowered system demand from **500 gallons per minute to 50 gallons per minute**, significantly eliminating water loss to customers and reducing non-revenue water by roughly **90%**.

TRUST 
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Armstrong Public Service District, West Virginia

For decades, Armstrong Public Service District (PSD) struggled to maintain its aging and deteriorating water system, leading to chronic service disruptions, widespread leaks and longstanding water-quality concerns. The West Virginia Public Service Commission (PSC) ultimately declared the system a distressed and failing utility due to severe infrastructure degradation, unreliable service and the PSD's inability to fund or perform essential maintenance. Customers regularly experienced poor or potentially contaminated water, frequent outages, nonfunctional hydrants and a general lack of system upkeep.

With more than 879 customers relying on a system in steep decline, the PSC ordered emergency intervention and required Armstrong PSD to enter into an interim agreement with West Virginia American Water to stabilize operations. Following that intervention, local and regulatory leaders determined that long-term system stability would require ownership transfer. In 2025, the PSC approved the sale of Armstrong PSD to West Virginia American Water.

Investments & Upgrades

Since the acquisition, **more than \$9 million** has been invested on a major water main connecting Armstrong customers to West Virginia American Water's system in the City of Smithers, WV establishing a permanent regional supply.

West Virginia American Water replaced all residential and commercial water meters and initiated a hydrant restoration program, replacing out-of-service fire hydrants and strengthening firefighting capacity for the Armstrong Fire Department.

Community Benefits

- Stabilized a distressed water system and restored safe, clean and reliable service for more than 800 customers
- Improved system safety and firefighting capability through hydrant replacement programs
- Expanded access to customer assistance and income-based affordability programs

