

Investing in a Stronger Future

Local Solutions.
Long-Term Investment.
Stronger Communities.



Across Virginia, communities are facing many of the same challenges confronting water systems nationwide: aging infrastructure, increasing regulatory requirements, workforce pressures, and growing capital needs. For some communities, partnering with a regulated private water provider has created a pathway to long-term investment while allowing local leaders to focus on other community priorities. The experiences of Waverly and Cape Charles demonstrate how private sector partnerships can help communities strengthen critical infrastructure, improve service reliability, and create opportunities for future growth.

Town of Waverly, Virginia

When Waverly partnered with a private, regulated water provider in 2022, the community sought a long-term solution for maintaining and improving its drinking water system. Virginia American Water committed to invest more than \$6 million in critical water system improvements.

A key priority was addressing longstanding discolored-water concerns associated with iron and manganese in the system. To improve water quality and reliability, Virginia American Water installed new treatment equipment, replaced aging infrastructure, modernized system controls, and repaired hundreds of leaks.

Water Quality Benefits

- Installed corrosion-control treatment to reduce discoloration concerns
- Replaced more than 1,000 water meters
- Repaired more than 250 system leaks
- Replaced approximately 5,000 feet of water main
- Upgraded wells and installed a modern SCADA control system

Since 2022,
more than

**\$6
million**

has been invested to **improve service quality and reliability to residents in Waverly**

Projects included:

- Added corrosion inhibitor at the water treatment process to reduce discoloration
- Replaced over 1,000 water meters
- Repaired over 250 system leaks
- Installed new computer control (SCADA) system
- Initiated Waverly Source of Supply Study
- Replaced approximately 5,000 feet of water main along Jasper Lane

Town of Cape Charles, Virginia

Cape Charles faced significant water and wastewater infrastructure needs while evaluating how best to support its long-term future. In 2024, the Town chose a private, regulated provider to deliver safe, reliable water and wastewater service. Following the transition, Virginia American Water invested over \$3 million in the two years and developed a comprehensive plan to invest more \$10 million in Cape Charles' water and wastewater systems by 2032.

The transaction helped position the town to address infrastructure needs and support future development while maintaining focus on community goals. The experience demonstrates how water and wastewater partnerships can create value beyond the utility system itself, helping communities fund priorities that improve quality of life and strengthen economic opportunity.

Water System

- Replaced over 800 water meters
- Installed and implemented new SCADA technology
- Replaced the treatment plant filter media to improve water quality
- Installed new generators to provide emergency power

Wastewater System

- Installed new meters to collect and measure flow data
- Completed inspection and testing of sewer laterals to identify leaks, breaks, inflow and infiltration
- Completed plant upgrades to improve employee safety

Community Benefits

- Access to capital and technical expertise
- Additional resources available to support local community priorities
- Enhanced capacity to plan for growth and economic development
- Professional utility management focused on reliability and regulatory compliance.

