

Town of Cape Charles Water & Wastewater System Acquisition



It's been two years since we completed the acquisition of the Town of Cape Charles' water and wastewater systems. Here's a quick recap of what we've accomplished.

Our focus is to provide you with safe, reliable water and wastewater service, and we have the people—including eight employees we welcomed to our family from the Town of Cape Charles—and technologies to get the job done right. We want to share highlights of what we've been doing in Cape Charles with our valued customers.

OUR COMMITMENT TO INVESTING IN YOUR COMMUNITY

We have completed a comprehensive planning study of the drinking water and wastewater systems. In total, we plan to invest more than \$10 million in Cape Charles' water and wastewater systems by 2032. These investments are part of our statewide initiative to accelerate replacing aging infrastructure and increase system reliability and resiliency in the communities we serve. Last year alone, we invested over \$3 million in Cape Charles.

KEY WATER SYSTEM IMPROVEMENTS

- Replacement of over 1200 water meters
- Installation of new SCADA technology that allows our team to monitor plant operations and control them from a centralized location and view what is happening in the distribution system
- Enhancements to water quality attained by replacing the treatment plant's filter media
- Completion of plant upgrades to improve employee safety and security
- Automation upgrades at water treatment plant
- Rehabilitation of wells to include new controls
- Main Replacement on Strawberry Street

INVESTMENT IN CAPE CHARLES' WATER SYSTEM	
Year	Investment
2024	\$1.1 million
2025	\$1.7 million
2026	\$1.1 million
Total	\$3.9 million

INVESTMENT IN CAPE CHARLES' WASTEWATER SYSTEM	
Year	Investment
2024	\$1.0 million
2025	\$1.3 million
2026	\$1.1 million
Total	\$3.4 million

CAPE CHARLES OPERATIONS AT A GLANCE

Providing water and wastewater service to Cape Charles since 2024.

System Investments
Over \$3 million invested to replace and upgrade water and wastewater infrastructure in 2025

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
10 water and wastewater professionals

KEY WASTEWATER SYSTEM IMPROVEMENTS

- Installed sewer meters to measure sewage flows to collect data
- Conducting an inflow & infiltration study including flow monitoring and 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
- UV system upgrades for improved disinfection and reliability
- Rehabilitation of solids processing equipment
- Manhole inspection and evaluation



COMMUNITY PARTNER

Our employees take an active role in the communities we serve, and we proudly support local initiatives. Here are just a few ways:

- **American Water Charitable Foundation:** Offers grants through its Keep Communities Flowing grant program to support impactful initiatives and organizations across American Water's footprint. In 2025, grantees included:
 - Citizens for Central Park (\$3,000)
 - Cape Charles Historical Society (\$10,000)
- **Community Sponsorships:** We believe when we invest and volunteer in our communities, we are all stronger. Here are local initiatives our employees support in Cape Charles: Cape Charles Memorial Library (Summer Event, Summer Reading Wrap-Up and Fall Festival) and the Cape Charles 4th of July festivities.
- **Firefighting Support Grants:** Supports volunteer fire companies in purchasing equipment and critical trainings.
- **Speakers' Bureau and Hands-on Activities:** We provide presentations on water-related topics for all ages.



CUSTOMER ASSISTANCE PROGRAMS

Since 2010, we have been lending a hand to customers in financial need through our H2O Help to Others Program™, which provides grants of up to \$500 per year per household. Other programs include:

Budget Billing helps make managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes.

Installment Plans help to extend the time you have to pay a past due balance.

Preferred Due Date enables eligible customers to adjust their due date.



To learn more, scan the QR code or visit virginiaamwater.com.

Under Customer Service & Billing, select Customer Assistance Programs.

