



## WE'RE INVESTED IN WAVERLY

**Virginia American Water has provided high-quality, reliable water service to customers statewide for more than 170 years.**

Virginia American Water is the largest water company in the state, serving approximately 350,000 people in 27 communities. More than 130 highly-skilled professionals carry out the company's foremost responsibility of providing safe, reliable drinking water and wastewater service to our customers.

In 2021, the Town of Waverly signed an agreement to sell its drinking water system to Virginia American Water based on the need to upgrade the system's infrastructure, bring experience and expertise in drinking water management, and make needed water system investments for the Town's future. The acquisition closed in May of 2022.



### OUR INFRASTRUCTURE INVESTMENTS

As part of the acquisition, Virginia American Water committed to investing more than \$4 million in critical water system improvements.

A priority was to address discolored water concerns the community struggled with for years. Virginia American Water is in the process of installing an ortho-phosphosphate chemical feed system at each well station to reduce iron/manganese discoloration.

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The partnership with Virginia American Water has been amazing for a lot of reasons. They not only are a good partner with the water system, they're just a good partner with the Town of Waverly.

**Angela McPhaul.** Mayor, Town of Waverly

Since May of 2022, we also completed the following upgrades:

- Over 1,000 meters replaced
- Over 80 system leaks repaired
- Waverly Well #1 Upgrades (replaced well piping, well pump and chemical feed system)
- Waverly Well #3 Upgrades
- Waverly Well #4 Upgrades
- New SCADA System
- Waverly Source and Supply Study (reviewing the capacity of the aquifers to sustain water demands)
- Future Waverly Source and Supply (looking for future aquifers to drill wells)
- Jasper Lane Main Replacement (installing approximately 5,000 feet of water main)



Scan the QR code to hear from Waverly's Mayor and Council President about how Virginia American Water has benefitted the community.



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Closing this deal is an enormous win for the citizens of Waverly. First, our water system will now be in the hands of a company with more than 170 years of experience. Virginia American Water brings an incredible depth of knowledge managing water systems and financial resources to our little town. They are already planning upgrades and improvements that we could only dream of on our own.

**Franklin Cox**  
Council President  
Town of Waverly

## FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
27 communities including Alexandria, Dale City, Hopewell, Waverly and in and around Virginia’s Northern Neck
- **WAVERLY CUSTOMERS SERVED**  
1081 customer connections
- **MILES OF PIPE**  
22 miles in Waverly
- **INVESTMENT IN WAVERLY**  
**Completed:** \$2.6 million  
**Planned:** \$4.5 million (2023–2024)

## LENDING A HELPING HAND

Virginia American Water understands that sometimes customers face circumstances that stretch their financial resources, and we are here to assist. Our customer service representatives will work with customers on a plan to pay the balance of their bill over time.

Our H2O Help to Others Program offers grants of up to \$500 per year for customers who qualify (federal low-income guidelines). Grants are supported by corporate donations and customer and employee contributions.

Since the program was first launched in 2010, Virginia American Water has provided hundreds of households help with their water bill.

Budget billing is a free service that is available to eligible residential customers. The program makes it easier for customers to manage their cash flow by providing predictable monthly payments and avoiding unplanned seasonal spikes that may be difficult to pay.



## 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 we serve our communities:

- **Environmental Grant Program:** Supports community-based projects that improve, restore and protect our source water and watersheds.
- **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.
- **American Water Charitable Foundation:** Offers generous grants to support impactful initiatives and programs throughout Virginia American Water’s footprint to help keep our communities flowing, improving and thriving.

We believe when we invest and volunteer at our local schools and nonprofit organizations, we are all stronger. Here are local initiatives our employees supported in Waverly:

- Annual K5 and 1-Mile Fun Run
- Oktoberfest
- SCYMAC Annual Christmas Parade
- Waverly Library Trunk or Treat



[www.virginiaamwater.com](http://www.virginiaamwater.com)

