



# ARMSTRONG PUBLIC SERVICE DISTRICT

**Modernizing a water system that had remained largely unchanged since the 1950s and bringing reliable service to over 800 customers.**

## BENEFITS OF ASSET PURCHASE

Stabilized a distressed water system and restored safe, clean and reliable water service for customers

Delivered critical infrastructure upgrades, including systemwide meter replacement and hydrant restoration

Connected Armstrong PSD customers to a modern, professionally operated water source

Expanded access to customer assistance and affordability programs

## DELIVERING RELIEF TO A DISTRESSED COMMUNITY WATER SYSTEM

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 an interim agreement with West Virginia American Water to stabilize operations.

## SOLUTIONS AT WORK

Following the PSC's emergency directive, West Virginia American Water stepped in to stabilize the Armstrong PSD system and restore reliable drinking water service. Under the interim emergency agreement, West Virginia American Water conducted leak surveys, began urgent water main repairs, reviewed system operations and assumed day-to-day operational responsibility. PSC leadership and local officials agreed that long-term stability would require ownership transfer. In 2025, the PSC approved the sale of Armstrong PSD to West Virginia American Water.

## RESULTS

As part of the emergency response and subsequent acquisition, West Virginia American Water:

- Constructed a new interconnection to supply safe, clean and reliable water from the Kanawha Valley Water Treatment Plant.
- Replaced every residential and commercial water meter.
- Began a hydrant restoration program, replacing hydrants that had been out of service and restoring critical fire protection capacity.
- Introduced customer assistance and income-based programs, providing new affordability options to low-income and vulnerable residents

## HIGHLIGHTS & COMMITMENTS

West Virginia American Water continues to invest in the system's long-term service reliability, infrastructure modernization, and customer support.

- **Significant capital investment:** More than \$9 million invested to date, including construction of a major water main from Smithers to Armstrong, enabling reliable service from the Kanawha Valley Water Treatment Plant.
- **Restored fire protection:** Replacement and rehabilitation of long-neglected hydrants, directly improving firefighting capability and system safety.
- **Reliable, high-quality water supply:** Permanent interconnection ensuring safe water from a modern, professionally operated facility.



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