



# SOLUTIONS FOR WHITWELL

Over \$21 million investment in upgrades to improve water quality and service reliability for over 3,000 customers



## WHITWELL'S WATER WOES

The City of Whitwell, located in Marion County, joined Tennessee American Water's service territory in 2013, beginning the work to end several decades of water-related challenges. Like many cities across America, Whitwell owned and maintained a water system that suffered from years of underinvestment. The City struggled with high water loss rates and issues with service reliability due to aging infrastructure, outdated equipment, financial strain and increasing pressure to comply with new state and federal water regulations.

## A TRUSTED SOLUTIONS PROVIDER

Realizing that the community could not address their water issues without significantly raising rates, elected officials identified selling the water system to Tennessee American Water as the solution. With approval from the Tennessee Public Utility Commission, Tennessee American Water became the owner of the Whitwell water system in December 2013.

The city was able to eliminate debt associated with the water system using proceeds from the sale and is no longer liable for risks associated with operating and maintaining the system.

Additionally, Tennessee American Water welcomed the city's existing water system employees to the American Water team, recognizing their valuable experience and contributions.

## LONG-TERM INVESTMENTS IN INFRASTRUCTURE

Tennessee American Water has invested over \$21 million to enhance water quality, improve service reliability and support economic development.

- Installed larger mains to provide adequate flow and fire protection.
- Constructed two new above ground tanks to increase storage capacity.
- Installed interconnections with the City of Dunlap to enhance reliability.
- Constructed a new pump station and two clearwell storage tanks.
- Replaced customer water meters to improve billing accuracy.

## TENNESSEE AMERICAN WATER'S INVESTMENTS IN WHITWELL

Year	Investment
2014	\$0.95 million
2015	\$0.78 million
2016	\$0.48 million
2017	\$1.37 million
2018	\$0.83 million
2019	\$1.28 million
2020	\$1.89 million
2021	\$0.83 million
2022	\$3.09 million
2023	\$4.89 million
2024	\$4.82 million
<b>Total</b>	<b>\$21.2 million</b>

"Partnering with Tennessee American Water gave our community peace of mind—expert service, reliable infrastructure to support our continued growth, and a smooth transition that exceeded expectations. Their ongoing commitment and responsiveness have been exceptional, and our relationship has only grown stronger through close collaboration and a shared dedication to serving our residents."

-City of Whitwell Mayor,  
Sandra Crabtree

## CONTINUOUS SUPPORT FOR THE COMMUNITY

Tennessee American Water remains deeply involved in the City of Whitwell, actively volunteering to support the Greater Chattanooga Area Food Bank's efforts throughout the Sequatchie Valley District. The company also lends its support to Marion County Ministries, a volunteer-led organization that provides food bank services and emergency assistance for essential needs such as housing and rental support.

