

Who are the people involved in making it happen?

We work hard to protect, collect, treat, and deliver your water.

Forestry crews manage the watershed to protect water quality at the source, long before the first drop enters our treatment plants.

Treatment plant operators remove any harmful contaminants from the water and pump it into our system.

Analysts in our state-certified laboratory conduct over 3,000 tests each month to ensure your water meets some of the most stringent quality standards in the world.

Distribution crews maintain the network of pipes that send treated water to every home and business on the Peninsula.

To keep our operations moving and your water flowing each day, we also rely on professionals such as:

- Professional engineers
- Locators & inspectors
- Accountants
- Customer service representatives
- Computer analysts & engineers
- GIS analysts & technicians
- Certified electricians
- Meter readers & technicians
- Licensed & certified vehicle mechanics

You can be confident that Waterworks understands how essential water is to your everyday life and that **we care about making sure your water is safe and your service is reliable!**

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Dedication • Excellence

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UNDERSTANDING THE
CLEAR
VALUE
OF YOUR TAP WATER

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What does it take to have safe drinking water at the tap?

Our lives would differ drastically without clean water delivered directly to our homes. At Newport News Waterworks, we maintain five reservoirs, a brackish groundwater desalting plant, two surface water treatment plants, 11,000 fire hydrants, eight storage tanks, and a network of more than 1,700 miles of pipes. This complex infrastructure plays a vital role in maintaining public health and safety (e.g. firefighting, sanitation, etc.) and ensuring you have access to drinkable tap water.

With this reliable water system in place, Waterworks improves the quality of life for **more than 410,000 residents** on the Virginia Peninsula while facilitating economic development.



What is the value of your water?

Residential customers typically use about **4,000 gallons of water every month**. That's about **\$1.30 a day** including delivery. With some of the lowest rates in the region¹, tap water from Newport News Waterworks remains the clear value!

For less than you would pay for a daily cup of coffee, your family can have plenty of water to drink, shower, brush their teeth and complete household tasks. Waterworks conveniently provides access to clean, safe water for you, your family, and your community at **less than a penny per gallon!**

DID YOU KNOW?



Waterworks has a **99.995%** service reliability rating!

This means our average customer is out of service for repairs only once every 24 years and that the typical outage lasts less than two hours!

What goes in your bill?

Your bill pays for more than just water. Other important services are included on your bill such as water treatment, regular testing and monitoring, and the installation and maintenance of the vast infrastructure needed to deliver water right to your tap.

In addition to water services, your bill includes the cost of essential services² like solid waste and trash collection, recycling, and sewer maintenance, which are all provided by Hampton and Newport News' Departments of Public Works. Combining these other fees reduces administrative and postage costs.



1. Based on a report from the Hampton Roads Planning District Commission.
2. Customers in Poquoson, York County and James City County are charged only for water services. We do not bill for the Public Works departments in these localities.