

Investing in the Eastern Panhandle's Water Future

By Scott Wyman

President

West Virginia American Water

Clean, safe and reliable water isn't just a utility—it's a foundation for everyday life. That's why West Virginia American Water is investing in the Eastern Panhandle. We want to help make sure our water and wastewater service is strong, safe and built for a growing future.

In 2023, we welcomed several local systems into the West Virginia American Water family: Jefferson Utilities, Inc., Valley Water and Sewer Services, Shenandoah Junction Public Sewer and East Jefferson Sewer Services. Since then, we've kept our promise to improve service for the people of Jefferson, Berkeley, and Morgan counties.

In just two years, we've invested nearly \$12 million in upgrades that help our customers.

These include:

- New water treatment plant for the Deerwood system
- System wide safety and electrical updates
- Upgrades to the wastewater treatment plants at:
 - § East Jefferson
 - § Shenandoah Junction
 - § Cave Road



These changes mean better water quality, fewer service problems and quicker fixes. But we still have more work to do and it's this kind of work that often goes unnoticed, but it's essential. And it's work West Virginia American Water is ready to do.

At Shenandoah Junction, for example, we discovered that clogged drains and worn parts were damaging the system. We replaced the drains, repaired structures, and now we're watching closely to see how things improve. This approach allows us to decide where to focus next to address

the most critical needs—so every dollar we spend delivers real value.

Many of our team members used to work for the systems we purchased. These community members have worked on these systems for years. They're our neighbors—people who care deeply about the communities they serve because they live here and it's their water, too.

As part of a larger, professionally managed utility, the Eastern Panhandle team and others across West Virginia bring resources, expertise and long-term vision to support needed infrastructure.



Currently, West Virginia American Water serves more than 172,000 customers in more than 430 communities. We operate dozens of treatment facilities, maintain nearly 5,000 miles of water lines, and employ more than 310 skilled workers. Because of our size, we can plan smartly and invest wisely. That's increasingly important in a growing region where local public service districts owe nearly half a billion dollars.

This big picture view matters when we talk about long-term service and system resilience.

We know that change and growth can be challenging. But our goal is simple: provide water and wastewater service you trust—with transparency, accountability, respect and care for the communities we serve.

Clean, safe, and reliable water is essential to good health, strong businesses and quality of life. That's why we're building better systems today for the people who live here now and future generations in the Eastern Panhandle and across West Virginia.