

Department of Utilities Key Facts

- The Department of Utilities has a diverse, experienced, and dedicated staff of approximately 397 employees.
- The Norfolk Department of Utilities provides water to more than 820,000 people in Norfolk, Virginia Beach, Chesapeake and at U.S. Navy facilities.
- In Norfolk there are approximately 65,000 water service accounts that provide water service and wastewater collection for residences and businesses.
- Norfolk owns eight reservoirs: Lake Whitehurst, Little Creek Reservoir, Lake Lawson, Lake Smith, Lake Wright, Lake Burnt Mills, Western Branch Reservoir and Lake Prince. Additional water is supplied from the Blackwater and Nottoway Rivers and four deep wells located in Suffolk.
- Norfolk treats raw water from Lake Gaston for the City of Virginia Beach.

Water Infrastructure

- Norfolk has two water treatment plants – Moores Bridges and 37th Street
- Norfolk has 951* miles of water mains ranging in diameter from 2-60 inches. (* 827 miles of distribution mains and 124 miles of raw water mains)
- The average annual treated pumped water is 67 million gallons a day (MGD).
- There are a total of 7 water pump stations (5 which pump raw water from reservoirs, lakes and rivers; and two that pump finished water from the two water treatment plants).
- Norfolk has 4 ground storage tanks, 2 elevated tanks and 2 underground clear wells.

Wastewater Infrastructure

- Norfolk has 129 sewer pump stations
- Norfolk maintains approximately 879* miles of sewer mains ranging in diameter from 4-16 inches. (* 817 miles of gravity mains and 62 miles of force mains)
- 951* miles of water mains ranging in diameter from 2-60 inches