



Our Mission

The mission of the Norfolk Department of Utilities is to enhance quality of life by providing excellent water and wastewater services at the best possible value to our customers.

Our Vision

The City of Norfolk Department of Utilities is a premier service provider that meets our customers' needs for affordable, dependable, and high-quality drinking water and wastewater services.

Our Goals

- To exceed customer expectations through fast, effective, and courteous service.
- Embrace new and better ways of achieving quality results through creativity, initiative, and technology.
- Protect and respect our natural resources and foster a healthy, safe, and clean environment.
- Act as exemplary stewards of the public funds entrusted to us.