

Water Infrastructure

- Water Treatment Plants:
 - Moores Bridges WTP
 - Kristen M. Lentz (KML) WTP
- Water Mains (949 mi):
 - Distribution Mains (827 mi)
 - Raw Water Mains (124 mi)
 - 4,849 Fire Hydrants
 - 17,866 Valves
- Average Annual Treated Water = 57.93 Million Gallons per day (MGD)
- Maximum Capacity = 108 MGD at Moores Bridges and 28 MGD at KML.

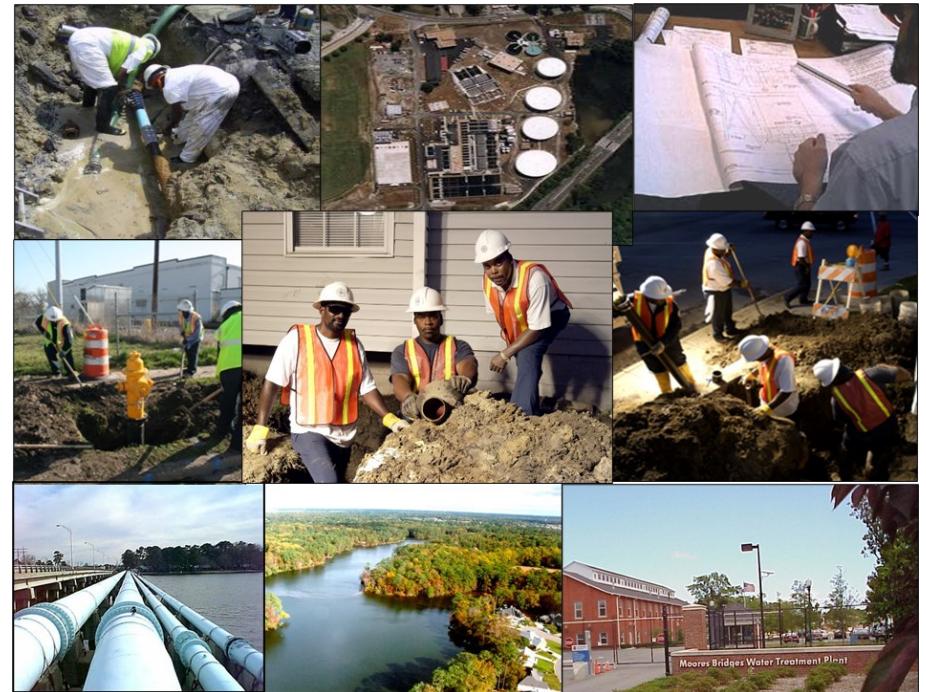
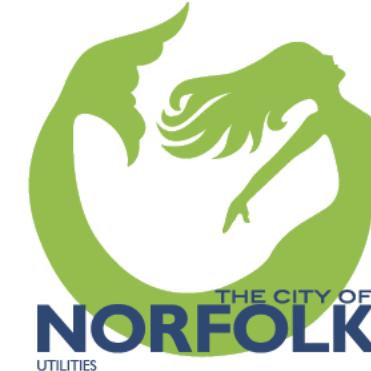
Water Storage Facilities

(Total storage capacity is 44MG)

- Ground Storage Tanks:
 - Moores Bridges (Four tanks, capacity of 24MG)
 - KML (one tank, capacity of 4MG)
 - Chesterfield Heights (one tank, capacity of 3MG)
 - East Little Creek (one tank, capacity of 5MG)
- Elevated Tanks:
 - Ocean View (capacity of 1MG)
 - Berkley (capacity of 1MG)
- Clear Wells
 - Two inter-connected underground clear wells at KML (total capacity of 6MG)

Wastewater Infrastructure

- 131 sewer pump stations
- Norfolk maintains approximately 975 miles of sewer mains.



About Us

The Norfolk Department of Utilities provides water to approximately 1 million people in the City of Norfolk, Hampton Roads, and local U.S. Naval and Coast Guard installations. Norfolk Utilities manages approximately 65,000 water service accounts, providing water service and wastewater conveyance for Norfolk's residents and businesses through a team of over 400 dedicated professionals.

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.

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.

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.

History

Norfolk's water and wastewater services date back to the late 1800's. Before the construction of the first pumping station, Norfolk residents obtained water from public springs and wells, as well as cisterns, which are brick reservoirs submerged underground with pipes running from gutters to collect rainwater.

The picture shown to the right is the original pumping station which was built in 1873, which still stands today. Notice in the picture that there used to be a fountain in front of the building. As the story goes, people used to picnic at the fountain after church services.



The original water system consisted of the three ponds at Moores Bridges, now called Lake Wright, Lake Lawson, and Lake Taylor, and a pumping station with 1 million gallons a day capacity (compared to 108 MGD capacity today). The pumps were powered by coal-fired steam engines and the plant had two 80-foot tall chimneys.

In 1873, Moores Bridges began pumping untreated water to Norfolk citizens. At the time the pump station was built, it was deemed unnecessary to treat the water since it came from clean, healthful lakes. In time, residents called for better quality water and a more reliable water source. In 1899, construction began on a water purification plant at Moores Bridges. The completed plant could treat up to eight million gallons of water a day, making it one of the largest gravity filter plants in the country at that time.

Norfolk began treating drinking water long before it was commonplace, and decades before it was required by law. Attention then turned to sewage collection, or wastewater. In 1885, Norfolk began building a wastewater collection system. The system was completed in 1889.

Water and Wastewater are two of the City's oldest public services, and major protectors of public health. Over the years the Department has become a self-sufficient supplier of clean water to other municipalities in the region and to major military installations. The department now serves approximately 1 million people with raw or treated water and conveys wastewater for approximately 240,000 within the City.

Water Supply

The City of Norfolk owns eight reservoirs: Lake Whitehurst, Little Creek Reservoir, Lake Lawson, Lake Smith, Lake Wright, Lake Burnt Mills (Est. 1943), Western Branch Reservoir (Est. 1962), and Lake Prince (Est. 1918).

Additional water supplies include the Blackwater and Nottoway Rivers and four deep wells located in Suffolk. Norfolk treats raw water from Lake Gaston for Virginia Beach.

