

Utilities Operations Overview



FY2026

The Department of Utilities is committed to providing the Charlottesville community with safe, reliable, and sustainable utility services by dedicated and knowledgeable staff.

Core Programs & Services

Department-Wide

- **Utility Location Oversight**
Protecting infrastructure & critical facilities, including utility locating: **35,071** tickets in 2024.
- **24/7/365 Utilities Call Center**
The Utilities Call Center handles approximately **25,000** calls per year.
- **Customer Service**
Last year, we processed **6,631** Move-ins and **6,371** Move-outs.
- **Online Bill Pay Services**
In October 2021, we launched a new bill pay portal. To date, **7,118** customers have registered for Autopay, and over **15,535** customers receive paperless billing.
- **Emergency Operations**
Emergency response to water and gas leaks as well as sewer backups. **1,010** leaks checked in 2024.
- **GIS Mapping and Maintenance**
48,500 feet of utility lines entered and **1,420** CCTV videos cataloged last year.
- **Meter Reading and Maintenance**
We performed **449,889** meter readings including **2,626** implausible meter readings and completed **640** ERT replacements in 2024.
- **Development Site Plan Review**
Our engineers reviewed and followed the implementation of **242** site plans and **285** building permits in 2024.

Customer Satisfaction

Experience Interacting with Utilities Department Staff (% Satisfied)*

Politeness & courteousness of staff



Overall responsiveness to your request, question or concern



How satisfied you are with the new Utility Billing Online Payment Portal?



*Department of Utilities Customer Satisfaction Survey - SurveyMonkey – April, 2025



Water Distribution & Wastewater Collection



Water & Wastewater by numbers



14,800
CUSTOMERS
SERVED



4.5 million
GALLONS OF WATER
PROVIDED DAILY



179 miles
OF WATER
MAINS



168 miles
OF WASTEWATER
MAINS



7,726
WORK ORDERS
COMPLETED

Water Quality & Water Loss Prevention

- The quality of our drinking water meets and exceeds all regulatory requirements and expectations for safety and reliability. A water quality report is prepared annually and is available online.
- Cross-contamination:
 - The situation in which water flows in a direction that is opposite from the intended flow is called backflow and presents a serious hazard to our water supply.
 - The City's Department of Utilities currently maintains inspection records for **1,100 backflow devices** in an effort to protect and provide the highest quality water to the City residents.
- Annual system-wide leak detection survey:
 - In 2024, **6 leaks** totalling **125,280 GPD** were detected and repaired.



Granular Activated Carbon (GAC) treatment providing superior quality water to our community.

Water & Wastewater Asset Management

- Water main replacement program:
 - **6,416 linear feet** in 2024 and **135,076 linear feet** of water lines have been replaced since 2010 (**14.3%** of the entire water system).
 - Total construction cost: **\$33.1 million**
- Water service line replacement:
 - **3,935 linear feet** in 2024 and **65,118 linear feet** of water services have been replaced since 2010 (**20.3%** of the City-owned water services).
- Wastewater main rehabilitation program:
 - **5,148 linear feet** of wastewater lines were rehabilitated or replaced in 2024 and over **381,350 linear feet** of main have been rehabilitated or replaced since the program's inception (**43.0%** of the wastewater system).
 - Total construction cost: **\$41.7 million**
- Manhole rehabilitation or replacement:
 - **1,359 manholes** have been rehabilitated or replaced since the program's inception (**22.9%** of the City's wastewater manholes).



Fats, Oils, and Grease Program

- The City of Charlottesville prohibits the discharge of fats, oils, and grease (FOG) down the drain into the City's wastewater system.
 - The City of Charlottesville maintains an active FOG program that routinely inspects and advises best management practices to over **300 city food service establishments** annually on how to properly dispose of FOG.
- We provide FOG Kits to residents to help properly dispose fats, oils, and grease from cooking processes.



Customer Satisfaction

In our recent Utilities Customer Satisfaction Survey, our customers show high levels of satisfaction with the reliability of our services.

Rate the value that you pay for your water service



Rate the value that you pay for your sewer service



Reliability of your water service



Reliability of your sanitary sewer service



The vast majority of our customers rated the value of their water and sewer service as fair and above (good and excellent).



Stormwater

Stormwater by numbers



15,276
BILLABLE
CUSTOMERS



9,859
STORMWATER
STRUCTURES



136 miles
OF SUBSURFACE
CONVEYANCE PIPING



569
OUTFALLS

Rate the value that you pay for your stormwater service



25% reported that they are not familiar with the utility's services and unable to rate the value.

Stormwater Asset Management

- Utilities has had an active Stormwater Conveyance System Rehabilitation Program since 2010.
- Stormwater rehabilitation program:
 - **82,093 linear feet** rehabilitated or replaced (**11.5%** of the system since the program's inception).
 - Total construction cost: **\$13.0 million**
- Structure rehabilitation or replacement:
 - **533** structures rehabilitated or replaced since the program's inception (**5.4%** of the system's storm structures).





Gas System

Natural Gas by numbers



21,600
CUSTOMERS
SERVED



340 miles
GAS MAIN
LINES



305 miles
GAS SERVICE
LINES



36
REGULATOR
STATIONS



10,782
WORK ORDERS
COMPLETED

Energy-efficiency programs:

The Department of Utilities is excited to launch three new incentives to help improve home energy efficiency. Utilities now offers six home envelope resources that complement each other to help community members improve the energy efficiency of their home, lower utility bills, and increase home comfort.

• Attic Insulation Self-Assessment :

- According to Energy Star®, **90% of U.S. homes are under-insulated**. The Attic Insulation Self-Assessment was developed by Utilities' staff and is a great resource to help customers better understand their attic's insulation needs. The self-assessment is **100% free** to use, and can be accessed via smartphone, tablet, or computer.

• \$500 Attic Insulation Rebate:

- Maximize the most cost-effective way to improve your home's energy efficiency with upgraded attic insulation. Gas customers can receive a **\$500 rebate** towards upgrading their home's attic insulation and take advantage of an available **federal tax credit to claim 30% of the cost of the insulation** with a maximum of \$1,200 credited. Combining these incentives could significantly lower the cost of your insulation upgrade.

• \$150 Attic Air Sealing Rebate:

- For a limited time, gas customers can receive a **\$150 rebate** to cover the cost of measures that plug holes and seal cracks in their attic. This process improves home comfort, enhances air quality, and boosts energy efficiency by keeping conditioned air inside the house.

• \$125 Smart Thermostat Rebate:

- Gas customers can now receive a **\$125 rebate** towards a smart thermostat to enhance the energy efficiency of their home. Smart thermostats use Wi-Fi to allow you to control a home's indoor air temperature remotely from a smartphone or tablet. Plus, Utilities still offers a **\$100 Programmable Thermostat Rebate** for customers interested in that option.

• Home Weatherization Program:

- The Charlottesville Gas Energy Efficiency Program (CGEEP) is Utilities' **no-cost home weatherization** program for qualified gas customers. Newly expanded income-qualification levels have broadened the reach of this program to even more members of the community, and increased outreach for CGEEP will roll out in the coming months.

In our recent Utilities Customer Satisfaction Survey, our customers show high levels of satisfaction with access to gas service, and value of natural gas.

How important is it to have gas available to your home?

Rate the value that you pay for your natural gas service

