American Water Newsroom

West Virginia American Water to Complete Infrastructure Upgrade Project on Charleston's East End

Charleston, W.Va., (Sept. 9, 2024) – West Virginia American Water is pleased to announce a new infrastructure project on Ruffner Avenue in Charleston. As part of our ongoing commitment to providing safe, reliable water service we will be investing more than $750,000 in the East End.

This project, which started August 12, includes replacing 1,230 feet of aging 12-inch water main. Construction will take place along Ruffner Avenue from the Jackson Street intersection to Quarrier Street intersection. These upgrades will improve service reliability for customers, which will help reduce service disruptions.

Crews will work Monday through Friday between 7:00 a.m. and 5:00 p.m. Traffic restrictions will be in place during construction. The company expects to complete the water main replacement, connect all customer service lines to the new main by the end of October and final street restoration will be complete in the fall of 2024.

These infrastructure upgrade projects are an important investment in public health and safety, and they also help support the economic health of the communities served by West Virginia American Water. Economic impact studies show that for every $1 million invested in water infrastructure, upwards of 15 jobs are generated throughout local economies.

Over the past decade, West Virginia American Water has invested over $736 million, in infrastructure projects and capital upgrades to address aging infrastructure across the Mountain State, including more than 168 miles of new water main. To learn more about our ongoing investment in infrastructure, visit the company's interactive upgrade map.

During construction, customers may experience temporary service interruptions, discolored water, and/or lower than normal water pressure. Crews will work as quickly as possible to shorten the length of these temporary inconveniences. To report water related emergencies such as leaks, main breaks or other service disruptions, customers can submit a service request on the company's website.

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

About West Virginia American Water

West Virginia American Water, a subsidiary of American Water, is the largest regulated water utility in the state, providing high-quality and reliable water services to approximately 600,000 people.

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