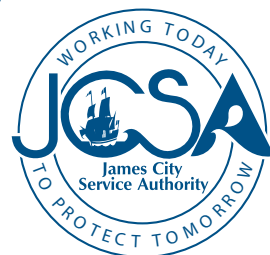


WORKING TODAY TO PROTECT TOMORROW

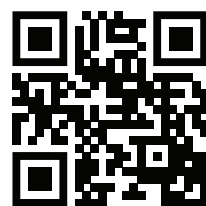
JAMES CITY SERVICE AUTHORITY

Since 1969, we've worked hard in our community to provide safe, reliable, and affordable water and wastewater services. Our team values this history and the customers we serve. We are proud to be a trusted partner and are investing in improvements to our systems to safeguard and conserve natural resources.

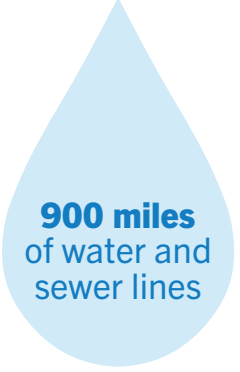


CONTACT

James City Service Authority
119 Tewning Road
Williamsburg, VA 23188
757-253-6800
www.jcsava.gov



The James City Service Authority (JCSA) was created in 1969 by James City County to provide safe, reliable, and affordable water and wastewater services to the area.



900 miles
of water and
sewer lines



25,500+
customers

The JCSA is the largest public water utility in Virginia totally dependent on groundwater and is overseen by a Board of Directors appointed by the County Board of Supervisors. It is a legally separate entity from James City County and provides services to its primary service area between Toano and Grove, and 8 independent well systems in the northern and central portions of the County.

The JCSA is self-supporting through user rates and fees and receives no share of any local or property taxes. The mission of the Authority is aligned with James City County and they share many of the same strategic goals such as water conservation and modernizing aging infrastructure and facilities.

Today, the JCSA serves approximately 63,750 residents with more than 25,500 accounts, maintains nearly 900 miles of water and sewer mains, treats and distributes 5 million gallons of drinking water per day and collects 5 million gallons of wastewater per day. The JCSA invests heavily in system improvements to meet current demands and ensure long term sustainability and resiliency of its assets and infrastructure.

As a public utility, JCSA maintains current water use permit compliance and is preparing for future permit applications and potential water use reductions. To support all of its responsibilities the JCSA works hard to develop a specialized workforce, stable and long-range financial plans, and a robust operational and management structure.

JCSA is working today to protect tomorrow!



JCSA BY THE NUMBERS

1.8B

gallons of water produced per year

5M

gallons of water distributed on an average day

2 water booster pump stations

3 water pressure reducing stations

77 wastewater lift stations



\$24M

budget

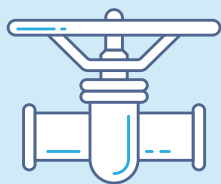


100

employees



5 large storage tanks



10,640

water valves, blow-offs and air release valves

15

remote well facilities

25,064

sewer service connections

416 miles of water main

363 miles of gravity sewer main

84 miles of sewer force main

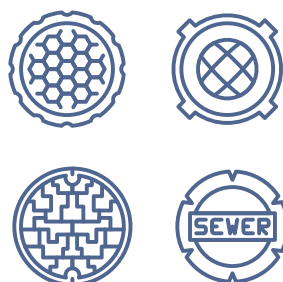


2,800

fire hydrants

5M gallons per day brackish groundwater reverse osmosis water treatment facility

10,207
manholes



23K+
water services and meters

FAQs

What is the JCSA?

The James City Service Authority (JCSA) provides municipal water and wastewater service to County residents and businesses.

What is the JCSA's purpose?

JCSA was established pursuant to the Virginia Water and Sewer Authorities Act to acquire, construct, operate and maintain, to the extent determined by the JCSA to be financially feasible, an integrated water system and an integrated sewer collection system in James City County. Operational and maintenance responsibilities include wells, water distribution lines, sewage pumping stations, and sewage collection lines.

How long has the JCSA been here?

Since 1969

Is the JCSA a part of the County?

JCSA is a legally separate entity from James City County. The JCSA operates independently and governed by a Board of Directors. The County cannot impose its will over the Authority, nor does a financial benefit or burden exist between the County and the Authority.

Who governs the JCSA?

Historically, the County Board of Supervisors have appointed themselves as the JCSA Board of Directors.

Who regulates the JCSA?

The Virginia Department of Environmental Quality (DEQ), the Virginia Department of Health and the United States Environmental Protection Agency

Is JCSA funded by the County budget and my tax dollars?

No, the JCSA's operating funds are self-supporting, and it receives no share of any local or property taxes.

How does JCSA benefit me and our community?

JCSA's safe and reliable water and wastewater services support the health, safety and welfare of the community and are vital to our local economy. JCSA water provides fire protection for our

customers. The JCSA is an essential partner in implementing the County's long term Vision and Strategic Plan. The work of JCSA benefits our customers, the County, and the region.

Who sets the utility rates?

Rates are established by the Board of Directors.

Where does the water come from?

JCSA uses groundwater as its source of water supply.

How do the water rates compare to other areas in Virginia?

The JCSA has the lowest water rate for a 5,000 gallons per month residential user and the third lowest monthly combined water and sewer bill among the 18 Hampton Roads localities.

What are key initiatives of the JCSA?

Water conservation is an ongoing priority given the current issues surrounding the groundwater permit.

How is the JCSA preparing for the future?

The JCSA benefits James City County in many ways, and among the most relevant to customers are:

1. Continuing to address and provide a sustainable long-term future water supply with an understanding that the Virginia Department of Environmental Protection (DEQ) may reduce groundwater withdrawal permit levels within the Eastern Virginia Groundwater Management Area in upcoming years;
2. Water conservation and resource protection to maintain clean, safe drinking water and prevent sanitary sewer overflows;
3. Modernizing aging infrastructure, facilities, and technology;
4. Planning for succession management, recruitment, and retention to ensure the JCSA continues to provide safe, reliable, and affordable services;
5. Regulatory compliance. The JCSA operates according to the regulations of

the Virginia Department of Environmental Quality (DEQ), Virginia Department of Health and the United States Environmental Protection Agency; and

6. Affordability and Financial Resilience: Maintaining reasonable rates while saving for future investments.

What is JCSA's permit from the DEQ?

The Virginia Department of Environmental Quality regulates the amount of water that can be withdrawn from the area's aquifers. JCSA has a permit from the DEQ that allows JCSA to withdraw up to 8.4 million gallons per day of groundwater. The permit expires in February of 2027. During the last permit renewal cycle, DEQ expressed interest in reducing the amount of groundwater available to JCSA. As part of the current permit, JCSA is required to evaluate alternative water supplies to prepare for the possibility of limited groundwater withdrawals in the future.

The current permitted amount is sufficient to meet JCSA's need up to and beyond the expiration date. Future permit amounts will be determined during the next permit cycle.

What Can I Do?

The biggest impact you can have is to conserve water where possible. From installing water efficient appliances to limiting irrigation, year-round water conservation can delay or eliminate the need for infrastructure expansion. Currently the average JCSA customer consumes approximately 70-75 gallons of water per day per person. Based on independent analysis and water wise standards, a target should be an average of approximately 37 gallons of water per day per person.

How do I know my water is safe to drink?

The water supplied by the JCSA complies with federal and state drinking water regulations. The JCSA is responsible for water quality sampling and reporting to ensure compliance with drinking water regulations established by the United States Environmental Protection Agency (EPA) and enforced by the Virginia Department of Health (VDH).