



October 8, 2026

Mayor Charney & Council Members
Town of Cape Charles
412 Tazewell Avenue
Cape Charles, VA 23310

Dear Mayor Charney and Members of the Town Council,

I am writing on behalf of Virginia American Water in response to the letter you received from Kenneth Dufty earlier this month regarding chloride levels.

We believe the following points of clarification are required to provide you with accurate information on the drinking water quality for the Town of Cape Charles and Virginia American Water's Annual Water Quality Reports.

- The 2025 Water Quality Report (also known as a Consumer Confidence Report or CCR) presents water quality data from 2023 for the metals and minerals because these parameters are only required to be sampled every three years. The 2023 metals and minerals levels included in the 2025 CCR, were the most recent dataset available at the time the report was prepared and distributed under the applicable three-year sampling schedule. Subsequent samples collected from the water treatment plant effluent in June 2026 indicated a chloride concentration of 204.1 mg/L (Data for the 2026 CCR).
- The chloride results referenced in the letter are separate from the CCR data and are reported quarterly to the Virginia Department of Environmental Quality (DEQ) as required by our water withdrawal permit. Although water quality samples are collected from multiple wells, the letter focuses on Tower Well 1 (Well No. 165-00387) because that well is designated in the permit for water use and water quality monitoring.
- While Tower Well 1 remains available for use, the Virginia American Water Cape Charles District has not routinely used the well as a source of drinking water due to declining water quality. As a result, the chloride concentrations reported from this well are not necessarily representative of the water currently being delivered to customers.

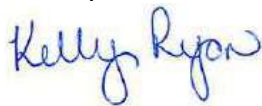
- The table below summarizes chloride results for Tower Well 1. We have highlighted the quarterly data referenced as missing in the letter.

2 nd Q 2026 (June)	900.9 mg/L
1 st Q 2026 (March)	807.8 mg/L
4 th Q 2025 (December)	767.7 mg/L
3 rd Q 2025 (September)	677.1 mg/L
2 nd Q 2025 (June)	291.7 mg/L
1 st Q 2025 (March)	706.1 mg/L
4 th Q 2024 (December)	670.6 mg/L

I also want to take this opportunity to share that Virginia American Water is actively working toward constructing a replacement production well for Tower Well 1. The site of the new well has been identified and we are currently awaiting approval from the Virginia Department of Health to move forward.

Thank you for the opportunity to provide additional information on this subject. If you have any additional questions, please do not hesitate to contact me.

Sincerely,



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