

Annual Update

Integrated Plan/Regional Wet Weather Management Plan (IP/RWWMP)

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Affiliate Information

Visit askhrgreen.org for information on everything green in Hampton Roads.

Visit elizabethriver.org to learn how to make restoration a reality.



HRSD Receives the Governor's Environmental Excellence 2025 Gold Award for James River Land Improvement

The James River Land Improvement Project received the 2025 Governor's Environmental Excellence Gold Medal Award.

Led by VHB in partnership with HRSD and the City of Newport News, the project features shoreline restoration along the James River, a one-mile trail network with boardwalks, improved stormwater management, and education features.

The award was presented by the Virginia Department of Environmental Quality (DEQ) and the Department of Conservation and Recreation (DCR), recognizing the project's environmental innovation and community benefits.

The award reflects the project's contributions to wildlife protection, accessibility, and waterfront placemaking in the region.



Behind the Scenes of SWIFT Industry Day: Partnerships for a Sustainable Future

Written by Courtney Kubu , AECOM Strategic Communications Specialist



WHAT IS SWIFT INDUSTRY DAY?

For the past six years, HRSD has hosted its annual SWIFT Industry Day, an opportunity for consultants, contractors, vendors, suppliers, and Small, Women-owned, and Minority-owned (SWaM) businesses to connect, learn about available contracts, and gain insights into HRSD's ongoing initiatives as part of the SWIFT Program. The primary goal of SWIFT Industry Day is to educate the local contracting community on the value of their work, fostering increased competition and expanding the pool of qualified bidders. This ultimately results in higher-quality projects, as the best professionals compete for the job.

HRSD needs firms with the right experience and commitment to make a meaningful impact on the region. By hosting SWIFT Industry Day, HRSD facilitates face-to-face interactions, allowing project partners to build stronger relationships, ask critical questions, and gain insights that lead to better proposals and successful project execution.

BEHIND THE SCENES: HOW INDUSTRY DAY COMES TOGETHER

Planning an event of this size requires preparation. The planning committee meets about six months in advance to establish the event's goals and key milestones.

5-6 months out: The event team starts by defining the goals, securing the venue, discussing what the registration platform will look like, event promotions, and potential speakers. We also connect with our project partners to arrange on-site tours for attendees.

3-4 months out: During this timeframe, we finalize the speaker order, begin developing and distributing promotional materials, coordinate with vendors, and confirm the printed materials (such as event signage and banners).

1-2 months out: At this point, we focus on finalizing the presentations and confirming the catering details.

0-1 week out: The final preparations are made, including a dry run and any last-minute details that need attention to ensure the venue is ready for the big day.

1-2 weeks after: After the event, we provide easy access to materials like recordings and send attendees a thank-you message, inviting feedback to improve for next time.

SETTING UP FOR INDUSTRY DAY

The day before the event, the team begins to set up displays, organize nametags, and conduct the in-person dry run. This gives speakers a chance to adjust their content, familiarize themselves with the venue's audio and visual set up, and test the timing for their presentations.

On the day of Industry Day, we open the doors at 8:00 a.m. for registration, allowing guest to check in and network with project partners before the panel begins. A continental breakfast is provided for attendees to enjoy while connecting with their peers. The panel kicks off at 9:30 a.m. and covers three sessions: SWIFT Overview and Our Community Commitment, HRSD Expectations for Project Delivery, and Opportunities to Work with Our SWIFT Partners. The event wraps up with an additional hour for networking, allowing attendees to engage in one-on-one conversations with the project team members.

While we've offered on-site tours in past years, we had to cancel these for the 2025 event due to weather conditions.





REFLECTING ON INDUSTRY DAY'S GROWTH AND SUCCESS

Since its inception in 2019, Industry Day has grown significantly. The first event focused primarily on networking, as key projects were just entering the procurement stage. When COVID-19 paused in-person gatherings, we pivoted to a virtual format using the Hubilo platform, where attendees could view presentations and network from home. While this format kept us safe, we quickly realized that Industry Day is most effective when held in person, allowing for real connections through handshakes and business card exchanges.

In 2023, we returned to an in-person event with a strong turnout of 275 attendees, featuring networking sessions before and after the presentations. The 2024 event saw even greater success with 293 attendees and introduced several new engagement opportunities, including giveaways, a photo booth for social media promotion, and dedicated rooms for project partners to discuss their initiatives. Additionally, we launched the Mentor-Protégé Program, offering SWaM businesses valuable mentorship opportunities.

In 2025, we reached a record attendance of 315 participants. The event was redesigned to include extra time before the panel session for attendees to network and settle in, alongside more interactive activities such as a scavenger hunt, QR codes to capture contacts, and an improved photo booth.

EVENT IMPACT IN NUMBERS

Industry Day 2025 saw the largest turnout in the event's history. Of the 315 attendees, 167 were first-time participants, and 33 came from SWaM firms. The breakdown of attendees was as follows:

- 33 SWaM firms
- 97 contractors
- 104 consultants
- 32 vendors
- 28 suppliers
- 21 internal HRSD or event staff

The event's success is a testament to the growing interest in HRSD's initiatives and the value of networking and collaboration in the local business community. For a glimpse of SWIFT Industry Day in action, check out our highlight reel [here](#).



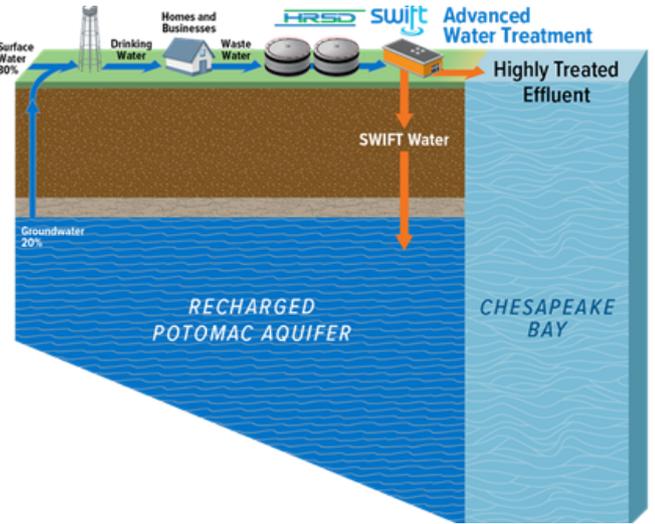
LOOKING AHEAD

Each year, the planning team strives to bring fresh ideas to keep Industry Day exciting and engaging. As we continue to grow the event and offer more opportunities for connection and education, we look forward to another successful gathering in the future.



SWIFT and Nutrient Reduction

SWIFT is an innovative water treatment project in eastern Virginia designed to further protect the region’s environment, enhance the sustainability of the region’s long-term groundwater supply and help address environmental pressures such as Chesapeake Bay restoration, sea level rise and saltwater intrusion.



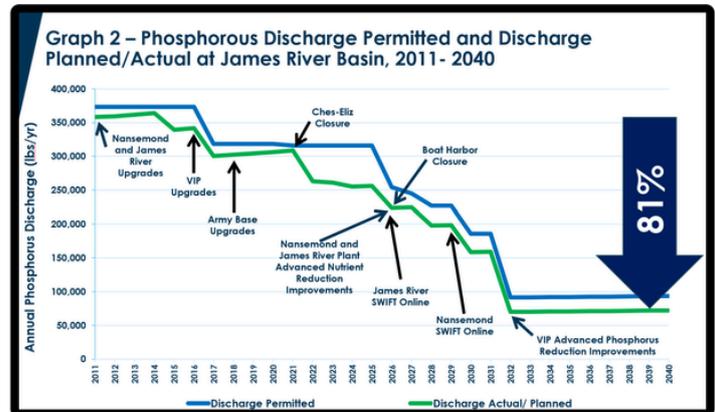
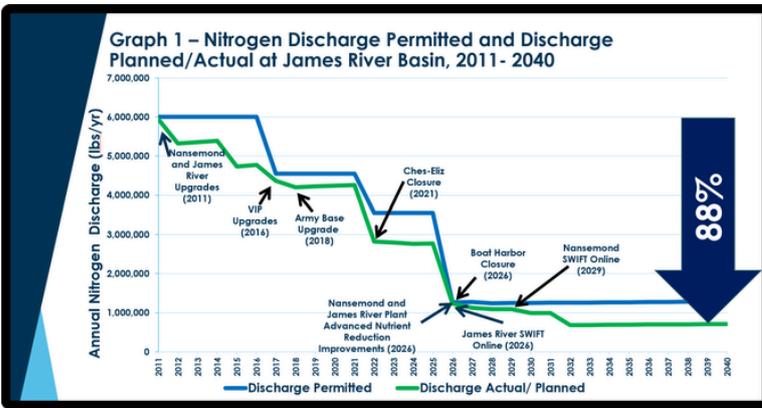
SWIFT:

- reduces nutrient discharges
- provides a sustainable groundwater supply
- reduces land subsidence
- protects the aquifer from saltwater contamination

Learn more about why SWIFT matters [here](#).

Significant Reduction in Nutrients Discharged by 2028 – Lower James River Basin

The James River SWIFT facility is expected to be online in 2026 and will be able to replenish the Potomac aquifer with up to 16 million gallons of drinking-water quality SWIFT Water® per day using advanced treatment processes. The project also includes advanced nutrient reduction improvements for the James River Treatment Plant. Track construction updates on this project [here](#).



HRSD Program Highlight: Microbial Source Tracking (MST)

HRSD is one of the first entities in the country to use Microbial Source Tracking (MST). Through MST, HRSD is able to pinpoint sources of bacteria impairments. We use DNA markers to determine if the bacterial impairment is due to human waste or something else such as bird or dog poop. We are able to partner with localities and track the human signals back to the source! This program helps us to efficiently find SSOs. You can think of our MST team as "CSI" detectives. For these scientists however, the suspect is usually sewage.



By the Numbers: FY 2025 HRSD SSOs

HRSD Capacity Related SSO Summary

A Sanitary Sewer Overflow (SSO) is a release of untreated sanitary sewage, also referred to as wastewater, into the environment. HRSD is required to track all SSOs within the HRSD system. HRSD officially reports SSOs through the Department of Environmental Quality's (DEQ) Sanitary Sewer Overflow Reporting System (SSORS) and maintains an internal database.

HRSD takes environmental protection very seriously and our record of permit compliance is unparalleled among wastewater treatment agencies in the United States. HRSD has won numerous awards related to permit compliance.

The pipelines and pumps that convey wastewater to treatment plants are designed to carry the daily volume of wastewater generated for the area. The design includes extra capacity for some precipitation entering the sanitary sewer system; the sanitary sewer system is not designed to accommodate excessive precipitation entering the system. Excessive precipitation entering the sanitary sewer system is called "infiltration and inflow" (I&I). I&I is the cause of most SSO events in the HRSD system. Due to the impact of wet weather and storms, the number of SSOs varies dramatically from year to year based on the weather.



Causes for SSOs

- Capacity – Weather Related
- Aging Infrastructure
- Maintenance – Debris
- Maintenance – Grease
- Third Party
- Damaged by Others
- Power Outage
- Power Outage – (Storm Event)

Generally, SSOs that can be prevented to some degree



FY 2025- Capacity Related Sanitary Sewer Overflows

Year	Total # of SSOs	Total Volume Of SSOs (gal)	Volume for Capacity Related SSOs (Gals)	# of Capacity Related SSOs	Named Storm/Comments
FY2018	20	1,006,196	134,886	10	None
FY2019	14	1,366,725	72,775	8	None
FY2020	17	277,521	16,530	2	None
FY2021	44	37,918,968	8,371,781	30	Remnants of Isaias & Sally
FY2022	10	768,133	0	0	TS Elsa
FY2023	8	2,637,860*	18,510	3	Post-tropical cyclone Ian
FY2024	19	1,330,325	962,047	10	2nd Wettest Mar/6th Wettest Summer/2nd Wettest Dec
FY2025	14	276,762**	86,785	4	None



FY 25 – Conveyed & Treated 50.4 billion gallons
Total volume treated 99.999%

How Can You Help Protect Our Waterways?

Public Participation Opportunities



PUBLIC PARTICIPATION OPPORTUNITIES

- Viewing [Integrated Plan Documents](#)
- [HRSD News Releases](#)
- Social Media
 - [Facebook](#)
 - [LinkedIn](#)
 - [NextDoor](#)
 - [X](#)
- Open House Meetings
- [Construction progress and updates](#)
- [Tours/presentations](#) for community groups

PREVENT SEWER OVERFLOWS BY FOLLOWING THESE "GOOD TO DO" STEPS

CATCH THE SCRAPS
Mealtime scraps don't belong in the drain so ditch the disposal. Catch food scraps in your sink with a strainer and toss them into the garbage or compost bin.

CAN THE GREASE
Pour used cooking grease into an empty, heat-safe container, such as a soup can, and allow it to cool. Once solidified, toss the can into the garbage.

SCRAPE THE PLATE
Before washing, wipe all pots, pans, dishes and cooking utensils with a paper towel to absorb grease and scrape food scraps into the garbage or compost bin.

[Learn more at \[askhrgreen.org\]\(http://askhrgreen.org\)](#)

PLEASE FLUSH RESPONSIBLY

Flushing your trash may block sewer pipes causing untreated wastewater to back up into your home and nearby waterways. It's not just a messy situation; it's a dangerous one for you and our waterways.

DON'T FLUSH THESE FREQUENT OFFENDERS

WIPES
Wipes clog pipes! Never flush disposable wipes down the commode.

PERSONAL HYGIENE PRODUCTS
Make sure your trash makes it into your wastebasket, not your wastewater. Dental floss, cotton balls/swabs and feminine hygiene products should always go in the trash.

MEDICATION
Once medication is dissolved in the water, there's no getting it out. Look for medication drop-off locations or destroy the medication and place it in the garbage.

CAT LITTER
Human waste belongs in the toilet, kitty's litter belongs in the garbage can.

PAPER TOWELS
Sturdy paper towels may be tough enough for cleaning, but they are too tough for our pipes. Toss them in the garbage, don't flush them.

DID YOU KNOW?

Did you know nature also helps to keep our waterways clean? Our waterways contain a number of microorganisms which naturally break down waste! When there is an SSO, our data consistently shows that once the SSO has been fixed, the dissolved oxygen and bacterial levels of the waterway return to normal in a few days. This is because breaking down waste is a part of nature's biological process!

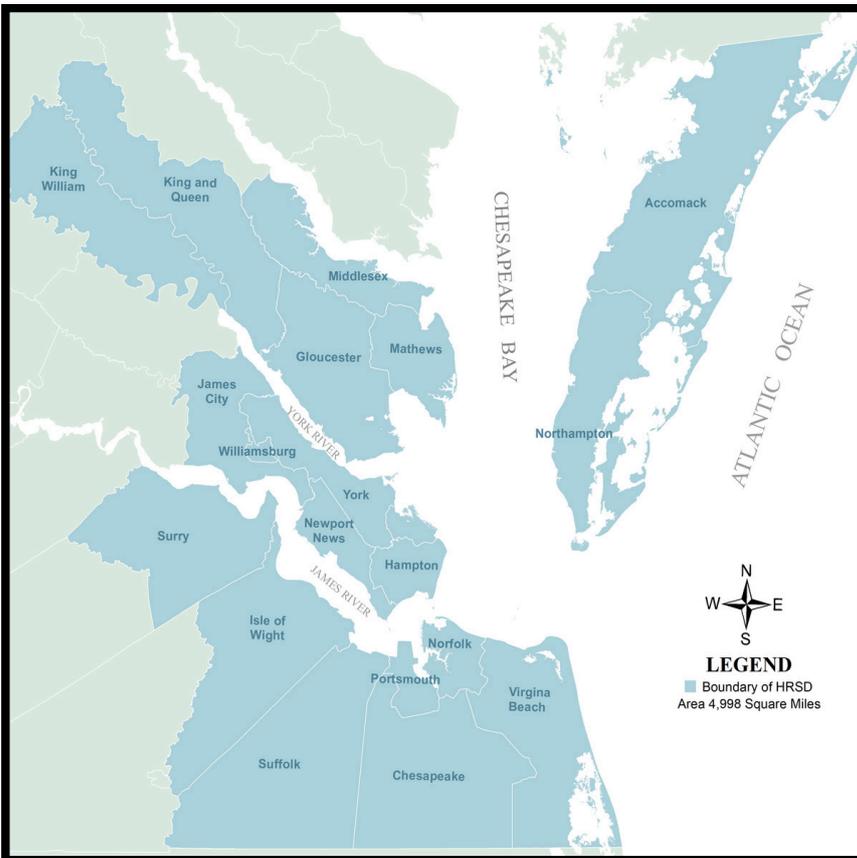
Help protect our waterways by reporting suspected sanitary sewer overflows (SSOs)

Please call the number listed for your Locality if you observe an SSO.

Locality	During Business Hours	After Business Hours
Accomack County and Town of Accomac	757-787-1468	757-824-0020
Chesapeake Public Utilities	757-382-2489	757-382-3550
Chincoteague Public Works	757-336-3366	757-336-3366
Exmore Public Works	757-442-3114	757-607-7188
Gloucester Public Utilities	804-693-4044	804-693-3890
Hampton Public Works	757-727-8311	757-727-8311
Isle of Wight Public Utilities	757-365-6284	757-357-2151
James City Service Authority	757-229-7421	757-566-0112
Nassawadox	757-875-7547	757-875-7547
Newport News Public Works	757-993-2311	757-234-4800
Norfolk Public Utilities	757-823-1000	757-823-1000
Onancock Public Works	757-787-3363	757-710-5863
Poquoson Public Works	757-868-3590	757-868-3501
Portsmouth Public Utilities	757-393-8561	757-393-8561
Suffolk Public Utilities	757-514-7000	757-514-7000
Town of Smithfield	757-365-4200	757-357-2151
Virginia Beach Public Utilities	757-385-1400	757-385-3111
Williamsburg Public Works	757-220-6140	757-220-2331
York County Public Works	757-890-3750	757-890-3373



HRSD SERVICE AREA MAP



-  Political subdivision of the Commonwealth of Virginia
-  Governing body: Governor-appointed commission
-  14th largest wastewater utility in the US
Population served: 1.9 million
-  Combined wastewater treatment capacity: 225 million gallons/day
-  Operate 8 major and 6 smaller treatment plants and 500 miles of pipelines



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