



CITY OF RICHMOND

Department of Public Utilities

September 27, 2021

Dear Valued Customer:

The pandemic has presented tremendous challenges for us all. The City of Richmond Department of Public Utilities has been pleased to continue helping protect the health and safety of Richmond residents by providing clean and safe drinking water, among other utility services during this time.

On June 30, Virginia's COVID-19 State of Emergency ended and on August 29, the statewide utility disconnection moratorium was lifted. As a result, DPU will reinstate the following activities beginning November 1.

- Re-introduce late fees for all accounts 30+ days past due
- Resume collection activity for all accounts 90+ days past due

As the nation forges ahead on the road to recovery, DPU remains committed to providing safe and reliable utility service while creating exceptional value. **If you have fallen behind on your utility payments as a result of an economic hardship due to COVID-19, DPU is here to help! A list of all the current programs are on the reverse of this letter. Please turn over to review the list.**

All customers needing help paying their utility bill are strongly urged to review the available assistance programs and apply accordingly. Failure to bring your account current may result in further action, up to and including disconnection of utility services in early 2022. Action is required NOW to meet applicable program deadlines.

Don't delay, give us a call today at (804) 646-4646 for assistance. DPU representatives are available to assist account holders in determining the best program for them.

Sincerely,

April Bingham, MPA  
Deputy Director Sr., Customer Service Division



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#### FINANCIAL ASSISTANCE PROGRAMS

Information and application details on all current programs can be found on our website at [www.rva.gov/public-utilities/billing](http://www.rva.gov/public-utilities/billing).

- **CARES Utility Relief Program** – This program provides assistance to customers who have fallen behind on their utility bills as a result of an economic hardship due to COVID-19. Utility relief can cover past due consumption charges for water, wastewater and natural gas services from March 1, 2020 to present. Previous CARE utility relief recipients are eligible to reapply for a different service period. Applications are available at [www.rva.gov/public-utilities](http://www.rva.gov/public-utilities).



*DPU has partnered with PROMISEPay to provide a more convenient application process for CARES utility relief. To directly submit an application, visit: <https://richmond.promise-pay.com/>.*

**Funds are limited and available on a first-come, first-served basis.  
The Utility Relief Program ends on October 31, 2021.**

- **MetroCare Water Program** – This water bill payment assistance program provides funds to eligible families and individuals who are having difficulty paying their primary water bills due to financial concerns. There is an application process and ratepayers can receive up to \$500 per applicant if approved. For more information, call (804) 646-4646.
- **MetroCare Heat Program** – This heating bill payment assistance program provides funds to eligible families and individuals who are having trouble paying their primary heating bills due to a financial difficulty or other special hardship. The program period begins Dec. 15. Residents within Richmond Gas Works' service territory may apply for funds through MetroCare. For more information, call (804) 646-4646.
- **MetroCare Water Conservation Program** – This program provides financial assistance to eligible customers who are homeowners for plumbing repairs and the replacement of water-inefficient appliances with EPA WaterSense products to conserve water and reduce wasteful consumption. This program includes an audit of all eligible homeowners approved by the Department of Energy as a method for improving water use efficiency.
- **SeniorCare Program** – This program caters to the unique needs of seniors 65 years of age and older in the Richmond metropolitan community. Senior customers can sign up for this program and take advantage of Winter Service Assurance, no late fees, security deposit waiver program, annual weatherization kit giveaways and third party notification. For more information, call (804) 646-4646.
- **Flexible Payment Arrangements** – Flexible payment arrangements are available to help customers pay the arrears in 6 or 12 monthly installments plus current charges as billed. If you need assistance with managing your finances, give us a call at (804) 646-4646. DPU Representatives are available to assist.
- **Equal Monthly Payment Plan** – The EMPP budget plan spreads your annual gas bill over 12 months. The estimated monthly payment is based on the previous year's natural gas usage.