



# UTILITY TALK

January 2024

Natural Gas Wastewater Stormwater Water

Serving Richmond, Henrico, and North Chesterfield

## Keep Your Drinking Water Safe: Let's Create A Lead-Free City Together

The City of Richmond's drinking water is clean, safe and reliable! With so much national focus on water issues, it's important to remember this key fact and to be assured the City is committed to the continual safeguarding of public health. The Department of Public Utilities adheres to strict federal and state regulations, conducting rigorous water testing as outlined in our annual Consumer Confidence Report – always meeting or exceeding federal and state water quality standards.

Recent efforts have focused on preparing to meet the newly issued regulations by the U.S. Environmental Protection Agency (EPA). These regulations recognize the dangers of lead and focus on collective efforts to keep lead out of drinking water.

It's essential to understand that ensuring lead-free water is a shared responsibility. While our water leaving the treatment plant is lead-free, instances of lead exposure can occur through water service lines and internal household plumbing. Some portions of these lines are publicly owned, while other portions belong to private property owners.

Recognizing the potential health risks associated with lead, DPU has a long history of proactively adopting best practices. Since the early 1980s, we've treated our water with a corrosion inhibitor to prevent lead from leaching from service line piping into the drinking water. For several decades, we have been replacing public portions of lead water service lines.

In 2018, Richmond became one of the first recipients in Virginia to receive funding from the Virginia Department of Health (VDH) to help property owners replace their lead service lines. Combined with ARPA funding, this assistance has contributed to the replacement of nearly 600 lead service lines on private property in the City. Our commitment to innovation was recognized in 2023 when the DPU received the AQUARIUS Award from the EPA for its creative solutions in funding lead service line replacements.

Thank you for your collaboration in our continued mission to provide clean, safe and reliable drinking water for our community. **Together, let's GET THE LEAD OUT!**



### So, What Happens Next? | Lead Service Line Replacement Grant Program & Map



#### Grant Program Reopens.

Starting in February 2024, the Lead Service Line Replacement Grant Program will begin accepting applications to assist property owners with the cost for replacement of their lead service lines.



#### Lead Service Line Inventory Map Release.

Also in February 2024, an interactive service line inventory map and customer survey will be released. We need your help to identify pipe material on your property and invite you to be part of this important initiative to create a lead-free city.

### Get More Information

Learn more about lead in water, how we protect public service lines, determine if your private lines contain lead, and the available funding for replacements, by visiting [RVA.gov/public-utilities/water-utility](https://RVA.gov/public-utilities/water-utility) or scan the QR code.



## DID YOU KNOW?

Maintaining clear access to your gas and water meters is crucial for both routine maintenance and emergencies. Overgrown shrubs, accumulated snow and debris can obstruct the meter's access. It's important to clear snow from the meter using a broom or brush to ensure proper operation. However, caution is advised – never attempt to kick or chip away snow and ice with a hard object.



## Stay Updated On Utility Projects

The City of Richmond Department of Public Utilities manages various projects, including emergency repairs, maintenance and other critical infrastructure and capital improvement projects. These projects can cause temporary and long-term road closures, traffic pattern changes, increased noise levels in residential areas and disrupt your daily routine. Stay informed and updated on ongoing and emergency projects with the resources below.

### Get Real Time Alerts with CivicReady

CivicReady is a notification system that informs users about service outages, road closures and other events through email, text or phone calls. For more information about registering for CivicReady scan the QR code or visit [rva.gov/public-utilities/news](http://rva.gov/public-utilities/news).



### Explore Our Interactive Utility Projects Map

For a visual overview, check the Utility Projects Map, displaying ongoing projects and their impacts. Visit [rva.gov/public-utilities](http://rva.gov/public-utilities) then click on the "About Us" section and navigate to "Projects" or scan the QR code for access to the utility map.



### Follow Us On Social Media & Visit Our Website

Follow @DPUStreetNews on X, formerly known as Twitter, for short-term street closures.

To access detailed project newsletters for long-term projects, explaining project scope, durations, affected areas, road closures and other relevant details visit [rva.gov/public-utilities](http://rva.gov/public-utilities) then click on the "About Us" section and navigate to "Projects".

## How To Recycle Your Christmas Tree

### Bring One For The Chipper Recycling Event

1710 Robin Hood Road  
Saturday, January 13  
10 a.m. - 2 p.m.

### Tree Drop-Off Locations Until January 11, 2023

- 1) 1710 Robin Hood Road
- 2) The East Richmond Road Convenience Center (3800 East Richmond Road)

### Curbside Pickup (December 26 - January 11)

Place your Christmas tree (without lights or decorations) beside your recycling cart and it will be picked up during your regular recycling collection week by DPW staff, not by CVWMA.

### Interested in the Details?

Visit [rva.gov/public-works/clean-city-commission](http://rva.gov/public-works/clean-city-commission) or scan QR code for event details, including a list of all accepted recyclable items, drop-off hours and more.



## Prevent Disconnection and Become Current with PromisePay

If you are at risk of water or gas service disconnection due to overdue payments, take action now to avoid service interruptions. Financial assistance is available through PromisePay, which is open to any customer with a past-due balance. Enroll today, at [Richmond.promise-pay.com](http://Richmond.promise-pay.com), where you can start the process with as little as \$10 down. PromisePay offers flexible and convenient payment terms, extending up to 36 months to help you become current with your utility payments and prevent disconnections.

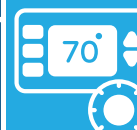
## Tips To Save on Water & Gas Bills



If you have a ceiling fan, use it to push the warm air down from the ceiling.



Never use your toilet for trash disposal.



Save up to 3% on heating costs for each degree you turn down the thermostat.



Instead of rinsing dishes under the faucet, run some water in a bowl or the sink for rinsing.



Adjust your stove's flame/burner size to fit your pans, and avoid opening the oven door more than what is necessary.



Use washing machines and dishwashers with full loads only.

## Connect With Us



@RichmondDPU



(804) 646-4646



@DPUSStreetNews



[richmondgasworks.com](http://richmondgasworks.com)



[facebook.com/rvadpu](http://facebook.com/rvadpu)



[rva.gov/public-utilities](http://rva.gov/public-utilities)