



Natural Gas Water Wastewater Stormwater Streetlighting -- Serving Richmond, Henrico and North Chesterfield

News You Can Use for Customers of the Richmond Department of Public Utilities and Richmond Gas Works



Watch for announcements on television, online at www.richmondgov.com/dpu, on Twitter @UtilityBuddy or Facebook at www.facebook.com/rvadpu

Senior Weatherization Kit Giveaways for Richmond seniors!

Start weatherizing your home now to reduce your heating expenses!

City of Richmond Department of Public Utilities



ANNOUNCING the Department of Public Utilities **2019 CITIZENS ACADEMY**
COME LEARN ABOUT YOUR UTILITIES AND EXPLORE BEHIND THE SCENES

DPU Citizens Academy is made up of four sessions and will provide an inside look of DPU, including tours of various facilities and projects. Come join us to get an inside perspective of how DPU operates!

2019 Dates (Locations to be announced)

- Tuesday, October 1 5pm - 7pm
- Tuesday, October 8 5pm - 7pm
- Tuesday, October 15 5pm - 7pm
- Tuesday, October 22 5pm - 7pm

The Academy is designed for participants to attend all sessions



Space is limited. Call for availability. Visit www.richmondgov.com/dpu for more information or call 804-646-5463 or email dpucommunications@richmondgov.com.



www.RichmondGov.com, <https://www.richmondgasworks.com>
Follow us on Twitter @UtilityBuddy, or @DPUStreetNews for street closings, read the latest news at www.cordpu.blogspot.com, and join DPU on Facebook at www.facebook.com/rvadpu!

IMPORTANT PHONE NUMBERS

Customer Care Center: 646-4646
TTY: 711 to 646-4646
Miss Utility: (Call Before You Dig): 811

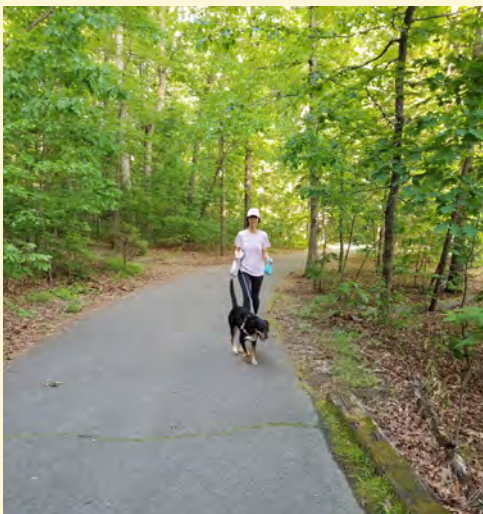


Our customers love their public utilities!

The Department of Public Utilities would like to see photos of *you* using water, conserving water, recycling, picking up after your dog, pouring grease in a can, reacting to the smell of natural gas -- anything that is related to our five utilities -- water, wastewater, stormwater, streetlighting or natural gas. We'd like to share them with the readers of *Utility Talk* and on our blog at

www.cordpu.blogspot.com

Send a digital photo (1-3 MB) to dpuc@richmondgov.com. If your photo is selected for the next *Utility Talk*, you'll win a \$25 credit on your utility bill! All entries also appear on DPU's Twitter @UtilityBuddy and Facebook at www.facebook.com/rvadpu as they are submitted so follow us on social media, too!



Sandra Park carries rubber gloves and plastic bags with her on dog walks so she can pick up after her dog, Rose



With holiday shopping season approaching, remember all those boxes from shopping online can be flattened and recycled. Customer Andrew and his son JD are on the job.

Are You Ready for Cold Weather?

With crisper, cooler days ahead, now's the time to make your preparations before the winter sets in!

- **Change disposable air filters** in your furnace three times a year, more often if you have pets.

- **Caulk storm windows** wherever you feel drafts.

- **Weather strip doors** to keep cold air out. As much as 40 percent of a home's heat is spent warming cold air leaking through outside doors.

- **Set the thermostat lower.** Going from 72 down to 68 degrees can save up to 12 percent on your heating bill.

- **Adding insulation to attics and basement ceilings** can result in significant energy-savings if you live in an older home.

- **On sunny days, pull open the drapes and blinds.** Use sunlight to



Ceiling fans are not just for summer! They circulate heat, too.

warm the house.

- **Adjust ceiling fans** to turn clockwise in the winter. Ceiling fans can bring heated air down from ceilings, but they must be turning clockwise to accomplish this.

- **Move furniture away from vents, registers and radiators.** Blocking an air vent can cause a pressure imbalance that will disrupt the flow of heat throughout the room.

MAKING YOU AWARE, KEEPING YOU SAFE!

Hazard Awareness and Prevention

The U.S. natural gas transmission and distribution system has the best safety record of any type of transportation system in the country. Natural gas is clean, convenient, and efficient, which makes it the popular energy choice.

Like all forms of energy, however, it must be handled properly. Despite an excellent safety record, a natural gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite. Richmond Gas Works works diligently to ensure pipeline safety through a variety of measures, including the one-call Miss Utility and Dig Safe programs, inspections, design and construction practices, workforce qualifications, public education, industry safety practices and government oversight, pipeline markers and facility mapping, natural gas leak surveys, and patrols of critical natural gas facilities.

Leak Response

A natural gas leak is usually recognized by the smell, sight, or sound.

Smell: Natural gas is colorless and odorless. Before it reaches you, a distinctive, pungent odor -- a rotten eggs smell -- is added so that you will recognize it quickly.

Sight: You may see a white cloud, mist, fog, or bubbles in standing water, or vegetation that appears to be dead or dying for no apparent reason.

Sound: You may hear an unusual noise like roaring, hissing or whistling.

What should you do if you suspect a leak? Protect life first. Go to a location where the smell is no longer present and call 911 or the City of Richmond Department of Public Utilities at 646-4646.

Do not strike a match, use telephones, switch on or off appliances, lights or even a flashlight in the area where you smell natural gas. In very specific circumstances, those actions could produce sparks that might ignite and cause an explosion.

How to Get Additional Information

City of Richmond Department of Public Utilities -- 804-646-4646.

Web -- www.richmondgov.com/PublicUtilities/NaturalGasSafety.aspx

Call Before You Dig (Virginia) -- 811 or 800-552-7001

Web -- www.va811.com Office of Pipeline Safety -- www.ops.dot.gov



**Know what's below.
Call before you dig.**