



# UTILITY TALK

March 2024

Natural Gas Wastewater Stormwater Water

Serving Richmond, Henrico, and North Chesterfield

## Don't Let Leaks Drain Your Wallet: Tips for Fixing Household Leaks

Do you know how much water is wasted due to household leaks every year? The numbers might surprise you. Fix a Leak Week, celebrated in March annually, serves as a reminder for Americans to check their homes for leaks and take action to save both water and money.

Here are some eye-opening facts:



The average household's leaks can lead to the wastage of more than 10,000 gallons of water annually. This amount is equivalent to the water needed for 270 loads of laundry.



Household leaks across the country contribute to wasting over one trillion gallons of water each year. That's enough water to supply more than 11 million homes annually.



Leaks from worn toilet flappers, dripping faucets and other sources are common in homes. Luckily, most of these leaks are easily fixable.



Now, let's dive into some practical tips for leak detection and fixing:

- **Monitor your water usage**, especially during winter months. A spike in usage might indicate a serious leak issue. Additionally, check your water meter before and after a period of no water usage to detect leaks.
- **Check all faucets and showerheads for leaks**. A single dripping faucet can waste thousands of gallons of water annually.
- **Replace worn flappers**. Faulty toilet flappers are often the culprit behind toilet leaks.
- **Inspect irrigation systems for damage and leaks before use**. Even a small leak in the system can result in significant water wastage. Ensure tight connections and replace worn parts to prevent leaks.

By taking proactive measures to detect and fix leaks, you can conserve water and reduce your water bills. So, this Fix a Leak Week and beyond, let's all pledge to tackle those pesky leaks and make a positive impact, one drip at a time.

Richmond DPU will celebrate the US Environmental Protection Agency's Annual Fix a Leak Week March 18 through 24, 2024, by becoming leak detectives and trying to catch the running toilet on X (previously known as Twitter). Join the search or check out the highlights by following us @RichmondDPU. Also, during the week visit one of our walk-in centers at City Hall, Room 115, located at 900 E Broad, or East District Initiative, located at 701 N 25th, to receive a free leak detection kit complete with a flapper and leak-detecting dye tablets (while supplies last).

## DID YOU KNOW?

If the average sized lawn in the United States is watered for 20 minutes every day for 7 days, it's like running the shower constantly for 4 days or taking more than 800 showers. That's equivalent to the amount of water needed for the average family to take 1 year's worth of showers.

## Join Our Citizens Academy

Ever wondered how water is pulled from the James River and cleaned before it's delivered to your tap? Curious about what happens to the water you use after it goes down the drain, or what happens when you flush the toilet? If so, then our Spring Citizens Academy is the perfect opportunity for you to get your answers. During the Citizens Academy sessions, industry professionals will provide insight, tours and interactive demonstrations into how we protect public health by providing water and gas services. The Academy is on Tuesdays, April 9, 16, 23 and 30 from 5 pm – 7 pm. Please note, that due to limited space, all registered participants are strongly encouraged to commit fully to attending all sessions. For more details and registration, please visit [rva.gov/public-utilities/news](http://rva.gov/public-utilities/news).



## Stay Informed on Utility Work in Your Area with CivicReady

Want to ensure you receive important and timely updates about utility work in your area? The City of Richmond Department of Public Utilities has got you covered!

Introducing Civic Ready - our new tool for utility work notifications designed with your safety and well-being in mind. With Civic Ready, you can stay informed about both long and short-term projects throughout the city that are essential to improving your quality of life. You can receive these updates via text messages, email and voice calls.

Our non-emergency alerts will keep you informed about utility service impacts, street closures, water or gas service interruptions, or streetlight outages. In case of an emergency, we will notify you of specific hazards that may require immediate action.

To ensure that you receive only the information relevant to your geographical area and concerns, we need to collect your contact information and preferences. By subscribing and indicating your preferences, you can tailor the alerts to your needs. Sign up today to stay connected and informed.

Scan To Opt-In



## National Safe Digging Month

April is National Safe Digging Month. As the weather warms up and springtime projects kick into gear, it's crucial to remember the golden rule: always contact 811 at least 3 business days before digging. This simple step can prevent dangerous encounters with underground utilities, keeping you and your community safe.



## Weather the Storm with Flood Insurance

March 10 marks the start of Virginia Flood Awareness Week, a reminder for homeowners and renters to understand their flood risk and the importance of flood insurance. Shockingly, only 3% of Virginians have flood insurance, leaving many vulnerable to the devastating financial consequences of flooding.



As a homeowner or renter, it's essential to recognize that standard insurance policies typically do not cover flood damage. With the potential for 1 inch of water to cause upwards of \$25,000 in damages, the need for flood insurance is clear. Planning ahead is key, as flood insurance policies take 30 days to go into effect. Act now to protect your property by purchasing flood insurance. The City of Richmond participates in the National Flood Insurance Program, which means all citizens are eligible for flood insurance, even if they don't live in a high-risk flood zone. As a Community Rating System community, citizens are eligible for a discount on their premium. Visit [FloodSmart.gov](http://FloodSmart.gov) or consult with an insurance agent to explore your options and ensure that you're prepared for any flood-related emergencies.

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