



June 2024

Dear DPU Customer:

Happy Spring 2024! I am excited to bring you another update about the progress taking place inside of the Department of Public Utilities. DPU remains committed to its core mission, which is to provide clean, safe drinking water along with sanitary sewer, stormwater management and the distribution of safe and reliable natural gas. May 5-11 was “Drinking Water” week as well as “Public Service Appreciation” week, which gave us the opportunity to recognize the DPU workforce for their invaluable contributions within the utility industry and to the City of Richmond as a whole.

Over the next 18 months, DPU will further advance its strategic framework through intentional efforts that focus on (1) community outreach and partnership; (2) safe and reliable service; (3) customer experience; (4) workforce development and engagement; and (5) financial health and stability.




For purposes of this update, I would like to discuss two important initiatives that will foster community confidence and create opportunities for collaboration and education. The first initiative is our **Residential Water Meter Replacement Program**, which will focus on replacing aging meter assets in our system that are below 2 inches in size. These assets are approaching the end of useful life and may represent a water meter that currently services your home or business. Nearly 1,500 replacements have taken place under a pilot phase since March 2024 and once we ramp up to full production, the goal will be for replacements to occur in increments of 5,000 per month until complete. If your residential property requires a new water meter, it will be installed by a trained technician and a door hanger will be placed on the door upon completion. The replacement takes approximately an hour to complete and water service may be interrupted during this time, but you are not required to be home. Trained technicians will access the underground water meter via the meter pit that is already there. As a customer, you are not required to do anything to prepare for the arrival of the technician. The infrastructure between the water main and the property line used to supply water to your property belongs to the City of Richmond. This infrastructure includes the water meter, which is why we appreciate your support with access, where needed.

The second initiative involves the City of Richmond’s **Lead Free Water Program**. DPU manages 1,200 miles of pipeline and has 70,000 water service connections. While Richmond’s drinking water is safe, clean and reliably distributed and has always met or exceeded regulations set by the Environmental Protection Agency (EPA) and the Virginia Department of Health (VDH), the pipe material on the homeowner’s side may be lead. The City of Richmond’s Lead Free Water Program will focus on pipe renewals as mandated by the EPA’s latest guidance for Lead and Copper compliance. Since 2018, DPU has been receiving grant funds to assist homeowners with private side

replacements and COR's Lead Free Water Program is working to advance those efforts. To learn more about the City of Richmond's Lead Free Water Program, please visit www.RVA.gov/public-utilities/leadfreewater or send us an email at leadfreewater@rva.gov

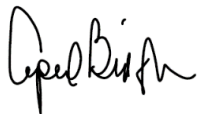
Before I close, please don't forget to check out a few **new** self-service options that are available for all gas and water customers. We hope these enhancements serve as strategies for customer engagement and increased service delivery.

Also, there is still time to enroll into a flexible and convenient payment plan with **PromisePay**. This self-service option will assist any residential or commercial customer with a past due balance, without having to call DPU directly. If you are in need of financial assistance, don't delay, enroll in PromisePay today. Visit www.richmond.promise-pay.com or call (804) 626-5420 to enroll today with as little as \$10 down and terms up to 36 months.

| New Self-Service Options | | |
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|  <p>MyHQ: Customer Payment Platform</p> <p>MyHQ enrollment is open for all customers, not just those previously enrolled in MyCheckFree.com. Registration is easy and the service is free.</p> |  <p>Account Lookup Tool: Enables customers to manage their accounts without agent assistance. Available at www.rva.gov/public-utilities or inside of our various walk-in locations (i.e. City Hall Rooms 115 and 102; also EDI and Southside Community Plaza). With your account number, you are empowered to manage your account independent of a DPU agent.</p> |  <p>Civic Ready: Utility Notification</p> <p>Allows DPU to notify customers of unplanned utility work via text message, email, etc. The software will provide details of the outage area for planned/unplanned events from beginning to end.</p> |
| <p>Over 19,000 customers have enrolled since February 26.</p> | <p>More than 22,180 site visits confirmed to date.</p> | <p>Nearly 325 customers enrolled to date.</p> |

If you currently do not, we invite you to follow us on social media using the platforms and accounts noted at the bottom of this letter. Additionally, your monthly utility bill includes important information. There you will find updates, conservation tips, fun facts and community event information. In the meantime, we remain committed to protecting public health and safety by delivering on our mission to provide safe and reliable water and gas services.

Yours In Service,



April Bingham, MPA
Senior Director