






September 2024

Dear DPU Customer:





As we navigate towards the final months of 2024, I am excited to bring you another update about the progress taking place at the City of Richmond 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. Some recent highlights include another grant award, marking a total of \$49M from the Natural Gas Distribution Infrastructure Safety and Modernization Grant Program; commemoration of 100 years of the City's Water Treatment Plant providing modern service delivery; the Combined Sewer Overflow (CSO) Final Plan approval by the Virginia Department of Environmental Quality; and the official announcement for our new customer information system (CIS).

These events, as well as many others, reaffirms DPU's commitment to the regional customers and the city as a whole. They are geared towards quality, responsive and efficient service through process and technology enhancements. Check out our recent media releases.

<p>City of Richmond's combined sewer overflow program moving forward Media release dated August 13, 2024</p>	
<p>City of Richmond reaches milestone to improve customer service delivery Media release dated August 12, 2024</p>	
<p>City of Richmond receives additional \$39M to replace aging natural gas pipes Media release dated May 16, 2024 <i>This adds to the \$10M received in April 2023</i></p>	

DPU is also making progress on two important initiatives introduced in the June 2024 letter (the **Residential Water Meter Replacement Program** and the **Lead Free Water Program**). These programs will continue to foster community confidence and create opportunities for collaboration and education. If you have questions about the Residential Water Meter Program, please send us an email at DPUMeterProgram@rva.gov. If you have questions about the Lead Free Water Program, please visit www.rva.gov/public-utilities/leadfreewater or send us an email at leadfreewater@rva.gov

As you can see, we remain busy working for you. And, although our incoming call volumes and wait times have both decreased, you can bypass an agent altogether by checking out these **free** self-service options that are available for all gas and water customers. We hope these enhancements serve as strategies for an improved customer experience and increased service delivery.

Free Self Service Options		Description	Status
		MyHQ - Customer Payment Platform – The ability to view up to 36 months of bills online, make payments online free of charge. Enrollment is open for all customers, not just those previously enrolled in MyCheckFree. Registration is easy.	Over 25,000 customers have enrolled since February 26.
		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 Services Center). With your account number, you are empowered to manage your account independent of a DPU agent.	More than 47,000 site visits confirmed to date.
		Civic Ready - Utility Notification Service - Allows DPU to notify customers of unplanned utility work via text message, email, etc. The software will provide details of the outage area for unplanned events from beginning to end. Registration is quick and easy. Don't delay, register today.	Nearly 400 customers enrolled to date.
		PromisePay - Flexible and convenient payment plan. 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 with as little as \$10 down and terms up to 36 months. Our partnership with PromisePay serves as a testament to the City's efforts in addressing affordability during times of uncertainty. <i>Forbes Magazine</i> captures the essence of this partnership in the August 2024 Special Edition Issue (starting on page 76).	Approaching 7,500 completed payment plans to date.

As you can tell, a lot of great things are happening at DPU and we invite you to follow us on social media using the platforms and accounts noted at the bottom of this letter. Additionally, our website includes information about our [three-year strategic plan](#). The plan also defines other efforts focused on our commitment to protecting public health and safety by delivering safe and reliable service.

Yours In Service,



April Bingham, MPA
Senior Director