



Project Information

The City of Richmond Department of Public Utilities is pleased to provide you with an update regarding the Hayden Hill Fire Line project. This initiative aims to extend a water main through Hayden Hill Lane, providing water services and enhanced fire protection for the residents along this road.

Project Status

DPU's engineering team has successfully secured all required approvals and funding for this project. The construction documents have been handed over to the DPU's water main construction team, who will commence work as soon as a crew becomes available. Based on current project schedules and staff availability, we anticipate construction will begin within the next three (3) months. Once underway, the project is expected to take approximately 3 to 6 months to complete, depending on field conditions.

Please ensure to pay for your selected water meter(s) as soon as possible. Before construction begins, a team member will reach out to confirm your final meter location(s), ensuring optimal placement for each property.

Traffic and Access During Construction

We understand that construction activities can be disruptive, but rest assured, we will implement appropriate traffic control measures to minimize inconvenience. Access to your property will be maintained throughout the duration of the project. Our team is committed to addressing any concerns you may have and ensuring a smooth installation process.

We sincerely appreciate your patience and cooperation as we work to provide water service and enhanced fire protection in your area. Should you have any questions or concerns, please feel free to reach out to any of the following contacts:

Frequently Asked Questions

Are there any action items I still need to complete for this project?

Once you have paid for your water meter(s), there is no further action required on your part. A member of our team will contact you once construction begins to confirm your desired meter location(s) and answer any additional questions you might have.

What does this project entail?

To install this water main, our team will need to:

1. Excavate trenches
2. Lay water pipe in said trenches
3. Install service lines, water meters and fire hydrants

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4. Test all installed water pipes
5. Backfill the trenches, and
6. Connect the new main to the existing water system

Once installation is complete, our team will restore the roadway to its original condition before closing the project out.

If there is a utility emergency, who can I contact?

You can call (804) 646-4646 for any utility emergencies, during and after business hours. This can include things like water leaks, gas leaks, etc.

Where can I receive utility work notifications about this project and others going on in the area?

You can sign up for CivicReady to receive text messages and/or mobile app updates about utility projects going on in the area at the following website:

<https://www.rva.gov/public-utilities/news/sign-civicready-receive-utility-work-notifications>

Will this project impact on-street parking?

During construction, on-street parking may be temporarily restricted during lane or road closures. Signs will be posted in advance.

When will this work be performed?

Work may be performed between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. Some isolated construction tasks may need to be performed after hours or on weekends.



If you have questions or comments about this project, please contact the Department of Public Utilities:

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