



DEPARTMENT OF  
**PUBLIC  
UTILITIES**

## **City of Richmond Department of Public Utilities Water Meter Replacement Project FAQ's**

### **1. Why is my water meter being replaced?**

Water meters are crucial for accurately measuring water usage and billing customers accordingly. However, like all equipment, water meters can lose their accuracy over time. Meter upgrades are part of the City of Richmond Department of Public Utility's efforts to modernize our infrastructure and enhance service delivery. Replacing water meters offers benefits such as improved accuracy, remote reading capabilities and better efficiency.

### **2. Does my meter have to be replaced?**

Water meters are the property of the City of Richmond DPU. The specific meter servicing your home will be replaced as needed based on utility records. The new meter is required to enhance and control costs associated with billing and meter reading activities.

### **3. What exactly will be installed at my residential/commercial property?**

The existing water meter will be replaced with a new one that contains a radio transmission device. The new meter will have a digital face without dials.

### **4. Will there be any cost to me for the meter upgrade?**

Meter upgrades are provided at no cost to customers. DPU covers the expense as part of our regular infrastructure maintenance and improvement. The new water meters are an investment in our infrastructure that will improve billing and meter reading efficiencies.

### **5. Do I need to be present during the meter upgrade?**

No, you do not need to be present during the water meter upgrade.

### **6. How long will the meter upgrade process take?**

The actual water meter replacement process usually takes around 30 minutes or less.

**7. Will there be any interruption to my utility services during the upgrade?**

Yes, there will be a brief interruption of service during the meter upgrade. The technician will work to minimize any disruption. A typical installation should take around 30 minutes or less, and the water service will be restored once completed.

**8. When will the new water meter be installed at my home/business?**

Prior to installation, you will receive a postcard approximately a month prior to the meter replacement; followed by a door hanger within two weeks of replacement alerting you when the water meter will be replaced. Installations will be completed in scheduled phases and by geographical neighborhoods.

**9. Can I opt out of the meter upgrade?**

No, you can not. Meter upgrades are mandatory as part of DPU's infrastructure improvement plan. However, you can contact us directly to inquire about any specific concerns you may have.

**10. Who should I contact if I have questions about the water meter upgrade?**

Any questions or concerns should be directed to the Water Meter Replacement Project email at [DPUMeterProgram@rva.gov](mailto:DPUMeterProgram@rva.gov) or by calling (804) 646-4646.

**11. Will the new meter affect my billing?**

The new water meter will record your usage more precisely, which will result in more accurate billing.

**12. Will I pay more for water because of the change?**

The water billing rates and fees will not change as a result of the new meter installation. Any future water rate increases/decreases will be the result of user consumption.

**13. Is the new meter environmentally friendly?**

New water meter replacements are more energy-efficient and helps the City meet sustainability goals by reducing waste and improving efficiency in utility operations.

**14. When was the last utility-wide water meter replacement project?**

Most water meters were replaced in the early 2000's .

**15. Will the appearance or frequency of my utility bill change?**

No, all aspects of your utility bill will remain the same and continue to be generated monthly.

**16. How accurate are the readings from the radio transmitter?**

The meter readings obtained over radio frequency transmissions are completely accurate.

**17. How often will the meter servicing my home be read?**

Your water meter will be read at the same interval/billing cycle as it is now.

**18. What if we have a water leak after the meter is installed?**

As part of normal procedures, DPU will dispatch a service technician as quickly as possible to determine the cause of the water leak and take appropriate action.