



# UTILITY TALK

May/June 2025

Providing safe and reliable water and gas services.

Serving Richmond, Henrico and North Chesterfield

## Richmond DPU Celebrates Drinking Water Week

The City of Richmond Department of Public Utilities (DPU) is joining communities across North America in celebrating Drinking Water Week, May 4–10, 2025. The January incident at Richmond's water treatment plant that resulted in a loss of water service across the region served as a powerful reminder of just how essential water is to our daily lives and our commitment to protecting this vital resource. Drinking Water Week highlights the importance of safe, reliable drinking water and honors the dedicated professionals who work every day to ensure it flows to our homes and businesses. Clean drinking water is crucial to public health, community well-being, economic development and the success of schools, healthcare facilities and local businesses. Together, we recognize the value of water.

### Richmond DPU's Approach to Water Quality

**Source Water Protection:** Richmond DPU works to protect the James River, the source of our drinking water, through stormwater programs, pollution prevention initiatives and local partnerships.

**Advanced Treatment Processes:** DPU has invested millions to ensure we meet or exceed federal drinking water quality regulations and the increasing regional demands. Recent upgrades to our water infrastructure enhance our ability to treat water more effectively.

**Water Quality Monitoring:** Richmond DPU regularly monitors water quality for numerous substances to ensure compliance with regulatory standards.

**Public Communication:** We provide easy access to water quality data through Consumer Confidence Reports (CCRs) and our website, ensuring the public is informed about the quality of their drinking water. Scan the QR code to view the most recent CCR.



The Richmond Department of Public Utilities encourages community members to learn more about their drinking water by visiting [rva.gov/public-utilities](http://rva.gov/public-utilities). To learn more during Drinking Water Week follow @RichmondDPU on Facebook, Instagram and X (formerly Twitter).

## Summertime Water Saving Habits

Simple Changes, Big Impact.

### 1 Upgrade to WaterSense

Switch to a WaterSense labeled sprinkler that uses local weather data to adjust watering schedules to save water. This switch can potentially reduce irrigation water use by up to 15% and save nearly 8,800 gallons of water a year.



### 2 Water Your Lawn Wisely

Water in the early morning or late evening to reduce evaporation and help plants absorb moisture. Also, letting grass grow longer keeps it greener, conserves water and limits weeds.



## DID YOU KNOW?

Many utilities are buried just a few inches below the ground! Whether you're planting flowers or digging for a small shrub, it's easy to accidentally hit a buried line. Don't take the risk! Always call 811 before you dig, and keep yourself, your neighbors and your community safe.

## Summertime Water Saving Habits (Cont.)

Simple Changes, Big Impact.

### 3 Hit the Car Wash

Washing your car at home can waste more than 100 gallons of water. By visiting a commercial car wash that uses only 40 gallons, you're saving water and helping protect the James River from harmful chemicals that run off with your rinse.



### 4 Get A Rain Barrel

Collect water that runs off your roof with a rain barrel. Set one up under your downspout, and you can use that water to water your garden instead of the runoff carrying fertilizer, bacteria, pesticides and other pollutants to the James River.



## Complete Your Lead Service Line Identification Survey Today

Ensuring safe, contaminant-free drinking water is a top priority shared by the City and homeowners. Since 1992, the City's Lead Free Water (LFW) program has worked to reduce lead exposure in drinking water. Under the newly passed Lead and Copper Rule Improvements (LCRI), utilities must replace lead service lines within 10 years and meet stricter lead limits. To support this, the City uses the interactive Service Line Inventory (SLI) map, where residents can report pipe materials. This data helps guide lead service line replacement efforts and secure funding to reduce customer costs. And we need your help!



From left to right, a galvanized steel pipe, a copper pipe and a lead pipe.

### What Homeowners Can Do

- **Check your service line:** Use the SLI map to see what the City knows about your water service line. If your property hasn't been surveyed, take a few minutes to complete the online survey.
- **Complete the survey:** Check your basement, crawlspace or near your water heater to identify the material of the pipe from the meter to your home. Plumber assistance is currently available at no cost to customers unable to perform this task. Scan the QR code or visit our Lead Free Water webpage for the survey link.
- **Take action if needed:** If your service line contains lead visit our Lead Free Water webpage for tips on how to reduce the potential for lead entering your drinking water.



To learn more, visit [rva.gov/public-utilities/leadfreewater](http://rva.gov/public-utilities/leadfreewater) or call 804-646-8600. **Together, let's get the lead out.**

## Connect With Us

 @RichmondDPU

 (804) 646-4646

 @DPUStrreetNews

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