



UTILITY TALK

July/August 2025

Providing safe and reliable water and gas services.

Serving Richmond, Henrico and North Chesterfield

Cleaner Habits = Cleaner River

The James River is our primary source for drinking water, recreation and natural beauty. Protecting the James River is vital to the health and sustainability of our community. The City of Richmond Department of Public Utilities is deeply committed to protecting this critical resource through a range of efforts, including reducing combined sewer overflows, managing stormwater runoff and ensuring wastewater is treated before it is returned to the river. But preserving the James River requires a shared commitment.

Everyone plays a role in protecting our water quality by making these small but impactful changes at home:

Skip the chemicals.

Use natural or organic fertilizers and pest control products when possible. Overuse of chemicals can wash into storm drains and pollute rivers and lakes.



Fix those drips.

A leaky faucet or hose can waste hundreds of gallons of water each year. Check for leaks regularly and fix them right away.



Don't treat your toilet like a trash can.

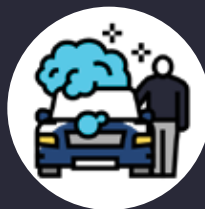
Flushing wipes, medications or grease can clog sewer lines and damage treatment systems. Only flush pee, poop and toilet paper.



Wash wisely.

When washing your car, do it on grass or gravel to keep soap and dirt out of storm drains.

Let the professionals do it. Commercial car washes recycle water.



Be stormwater smart.

Direct downspouts away from paved surfaces, install rain barrels, and plant rain gardens to reduce runoff and erosion.



Water is one of our most precious resources. By making small changes at home, we can protect our water source and help keep it clean for our family, neighbors and future generations.

8/11 is 811 Day, Call Before You Dig!

Planning a summer project? Whether you're planting a tree, installing a fence or building a deck, don't dig blind. August 11 is National 811 Day, and the City of Richmond Department of Public Utilities reminds you to contact 811 before you dig to prevent utility damage, costly repairs and serious injuries.



DID YOU KNOW?

Modern toilets use up to 1.6 gallons of water per flush, and are designed to only handle pee, poop or (toilet) paper. Flushing trash not only wastes water, but it can lead to clogged pipes and damage the sewer system. Your toilet is not a trash can, only flush the three Ps.

8/11 is 811 Day, Call Before You Dig! (cont.)

Why call 811?

Every few minutes in the U.S., an underground utility line is damaged due to digging without proper markings. Striking a line can lead to service outages, fines, injuries or worse. From building a deck to planting a tree, every digging project requires a free 811 request at least a few days before breaking ground.

It's free and easy.

Just call 811 or visit va811.com. Utility crews will mark the approximate location of any buried lines.

One call can save you thousands of dollars and maybe even a life. For more information visit www.811beforeyoudig.com.



UPDATE: Water Meter Upgrades Underway in Richmond

The Water Meter Replacement Project is moving forward with the next key phase of our efforts to improve the accuracy and efficiency of Richmond's water services. Since the launch of the pilot phase in March 2024, nearly 5,000 meters have been successfully replaced. Approximately 50,000 water meters will have been upgraded by the completion of this project.

Replacing aging infrastructure is crucial for ensuring accurate billing and maintaining the reliability of our water services. A door hanger will be left at impacted residences prior to replacement. Trained technicians will install the new meters. The replacement process takes about half an hour, and while there may be a temporary interruption in water service during the installation, your presence at home is not required. Technicians will access the underground water meter through the existing meter pit on your property. There is no need for any preparation on the resident's part. The infrastructure between the water main and the property line, which supplies water to your home, is owned and maintained by the City. This includes the water meter, and we appreciate your cooperation in providing access as needed to facilitate this essential work.

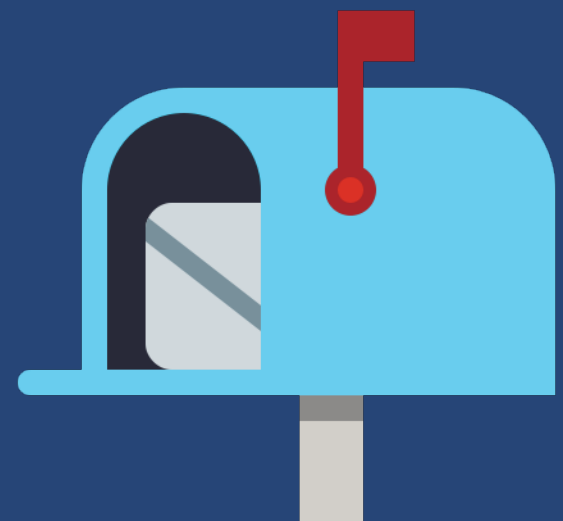
Some customers may notice a change in their water bills due to the improved accuracy of the new meters. However, it's important to note that this project will not affect the water rates or fees. For residents who may need assistance with their water bills, we encourage you to explore the available financial support options by visiting rva.gov/public-utilities/billing.

Richmond DPU Has A NEW Payment Address

DPU has a new payment address. To avoid payment delays, please update all records to ensure receipt and proper credit of your utility payments. This includes any online bill payment service as well as all mailed payments remitted via check or money order such as those through bill payment services and personally addressed payments. This does not affect any electronic payments such as ACH or direct debit.


Ensure your payments are sent to the new address to avoid delays.

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Connect With Us

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