

Your Voice Matters!

City of Richmond Department of Public Utilities Public Notice & Comment Guide - Participate in Utility Decisions

5 - Step Public Process

1

10+ Days
Public Notice

2

Review
Documents

3

Attend
Public Hearing

4

Submit Your
Comments

5

Final Decision
15 - 30 Days

How You'll Be Notified

- Richmond Times-Dispatch & local newspapers
- DPU website with email alert sign-up
- Posted at DPU offices
- Utility bill inserts for rate changes
- City social media channels when applicable

Where to Access Documents

- **Online:** rva.gov/public-utilities (searchable PDFs)
- **Office:** 730 E. Broad Street, 6th Floor
- **Hours:** Monday - Friday, 8:00 a.m. - 5:00 p.m.
- **Free copies:** 1 paper copy or unlimited email
- Alternative formats unavailable upon request

Your Rights Under Richmond City Code Section 28-26

10+

Days Advance Notice

3

Minutes to Speak

FREE

Document Access

ADA

Full Accessibility

At the Public Hearing

- Registration opens 30 min early
- 3 minutes per speaker
- Ask questions of staff
- Submit written comments
- All venues wheelchair accessible
- Translation available upon request (request 3 days ahead)

Ways to Participate

- Speak at the hearing
- Written comments at hearing
- Email within 3 days after
- Group representatives OK
- No appointment needed
- Walk-ins always welcome
- Your opinion matters!

What Happens Next

- All comments reviewed
- Staff prepares analysis
- Director considers input
- Decision in 15-30 days
- Results posted online
- Takes effect after 10 days
- You helped shape policy!

Tips for Effective Comments: Be Specific | Share Impacts | Offer Solutions | Stay Respectful | Follow Up

Important Reminders

- Federal projects require 30+ days notice
- All comments become public record
- Sign up for email alerts on our website
- Rules affect water, gas, electric and sewer
- Your participation shapes our services

Contact: Lee Crowell



Lee.Crowell@rva.gov



804-646-5209



@RichmondDPU



rva.gov/public-utilities



DEPARTMENT OF
**PUBLIC
UTILITIES**