# Your Voice Matters!

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

# 5 - Step Public Process

10+ Days **Public Notice** 

Review **Documents** 

Attend **Public Hearing**  Submit Your

Comments

**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

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

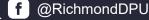
# **Important Reminders**

- 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
- Your participation shapes our services

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rva.gov/public-utilities

