



# UTILITY TALK

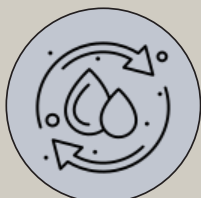
September/October 2025

Natural Gas Wastewater Stormwater Water

Serving Richmond, Henrico and North Chesterfield

## Fall into Water Savings

As the weather cools, it's the perfect time to save big on water. Start simple:



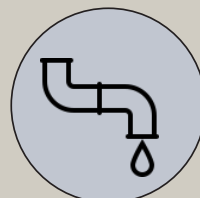
Reuse leftover water for plants.



Shorten showers.



Sweep sidewalks instead of rinsing.



Check your home for leaks.

These small steps can save gallons every day, lower your bill and help protect our most precious resource. Whether you're at home, school or work, every drop counts. Encourage your family, friends and neighbors to join you in making water-wise choices. Together, we can reduce waste, lower costs and preserve the beauty and health of our waterways for generations to come.

## Know the Signs! Stay Safe & Protect Your Home from a Natural Gas Leak

Your safety is our top priority... knowing the warning signs of a natural gas leak can save lives. Be alert for a rotten egg smell, hissing sounds, air bubbles in standing water, dying plants or an unexplained spike in gas usage.

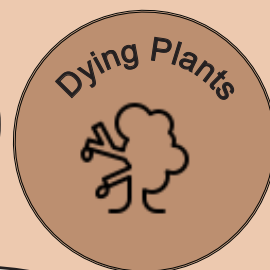
If you suspect a leak, act fast, leave the area immediately and call 911 from a safe location. Never try to locate the leak yourself or turn electrical devices on or off which could cause a spark. Your quick action protects you, your neighbors and your home. Staying informed and prepared is one of the best ways we can work together to keep our community safe.



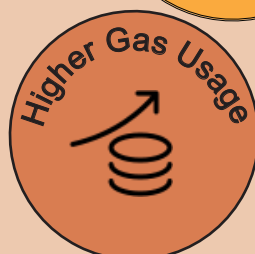
Rotten Egg Smell



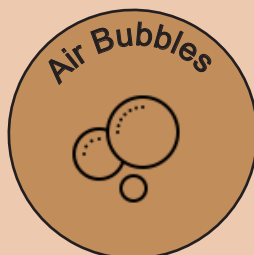
Hissing Sounds



Dying Plants



Higher Gas Usage



Air Bubbles



Suspect it's gas? Leave fast!

## DID YOU KNOW?

Richmond's Wastewater Treatment Plant can treat up to 75 million gallons of sanitary sewage and stormwater every single day. This vital process protects the James River by removing pollutants before the water is returned. Our wastewater system plays a crucial role in protecting public health, the environment and the quality of life in our city.

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## Fertilize Smart

Did you know that fertilizer can travel from your yard all the way to the James River? During rain events, excess fertilizer can easily wash down storm drains, travel to the river and encourage excess algae growth. Algae may seem harmless, but when it decays, it uses up the oxygen that fish and other animals need to survive. It also makes swimming, boating and fishing more difficult.

Here's how you can help keep our waters clean:

1. Use fertilizer only when your plants need it.
2. Never fertilize right before it rains.
3. Try organic fertilizer, which feeds plants slowly and safely.
4. Include native plants, which typically require less water and fertilizer than non-native plants, in your landscaping or garden.

A little fertilizer goes a long way. Use it wisely, and we can all enjoy cleaner waterways!



## Utility Project Notifications Just a Tap Away

Tired of being the last to know about utility projects or service interruptions? Stay ahead with CivicReady our FREE utility work notification system. Get updates on planned and emergency utility work, water or gas service interruptions, street closures and more delivered straight to your phone, email or via voice call.

By signing up, you'll receive information about active work near your home or business, so you only get the alerts that matter to you. Whether it's a street closure that might affect your commute or a water service interruption, CivicReady keeps you connected, prepared and informed. It's free to join, but standard messaging rates may apply. Also, there is a mobile app available for download to enhance your experience. Don't miss out, sign up today and take control of how you receive important utility updates.



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## Connect With Us

