



UTILITY TALK

November/December 2025

Natural Gas Wastewater Stormwater Water

Serving Richmond, Henrico and North Chesterfield

WORLD TOILET DAY



World Toilet Day is a reminder of how vital proper sanitation is to protecting public health and the environment.



What are biosolids?

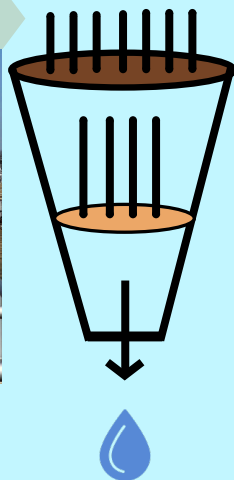
Biosolids are the nutrient rich organic solids that remain after the liquid from sewage is treated.

Richmond has a long history of wastewater management, dating back to the 19th century when the city first created a system to carry sewage away from the urban center through Shockoe Creek's conversion into the underground Shockoe Box and Shockoe Arch. At that time, untreated sewage flowed directly into the James River. Since then, Richmond has made tremendous strides, opening the Wastewater Treatment Plant in 1958 along the river's south bank. Today, this facility serves more than 200,000 residents, removing pollutants from wastewater before it reenters the James.

Modern wastewater treatment at our Wastewater Treatment Plant includes multiple stages: heavy debris and grit are first removed, followed by separation of lighter materials such as grease and plastics. Organics and nitrogen are then broken down biologically, while advanced filtration and disinfection neutralize harmful organisms before the water is returned to the James River. Biosolids are stabilized and reused for agriculture, creating a sustainable cycle.

To further protect the James River, Richmond is making Combined Sewer Overflow (CSO) improvements that will increase our wastewater system's capacity and reduce annual overflow volume by hundreds of millions of gallons. These projects, guided by the City's Final Plan approved in 2024, are on track to meet state and federal water quality standards while ensuring the James River remains a thriving ecosystem for generations to come.

Filtration Process



Interested in learning how Richmond's Combined Sewer System and Wastewater Treatment Process work together? Check out this video.



youtu.be/MBg70WyA4jA

SCAN ME



DID YOU KNOW?

Enhancing comfort and conserving natural gas can be as simple as changing the direction of your ceiling fan. During colder months, when ceiling fans are set to rotate clockwise and run at the lowest speed, they create an updraft that redistributes warm air from the ceiling back into the room.

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Action Required: Check Your Water Pipe's Status!

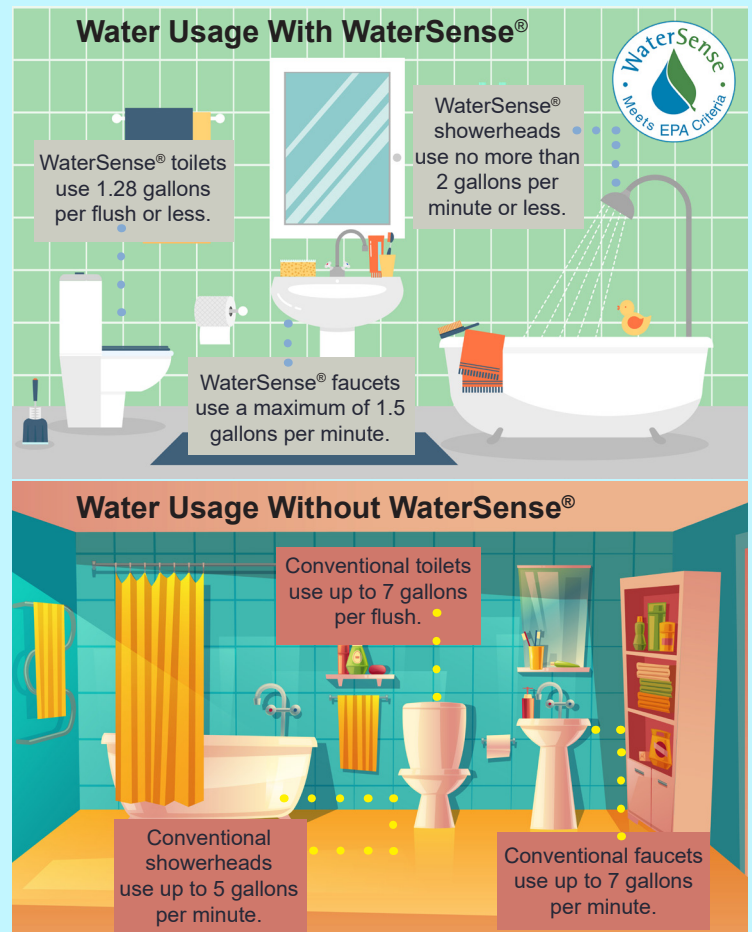
You may have recently received (or may soon receive) an annual water service line notification. This important notice classifies the pipe leading to your property as either Confirmed Lead, Galvanized Steel Requiring Replacement or Unknown. The City of Richmond Department of Public Utilities is working to replace all lead and galvanized lines as part of a nationwide initiative through a block-by-block test replacement plan that is currently under development. If your line is Unknown, please visit the link below to schedule one of our partnered plumbers to identify your line for free. You can also find the status of your pipes, information on how to identify your pipes and more about our Lead Free Water program, including how to reduce the risk of lead exposure at: <https://www.rva.gov/public-utilities/leadfreewater>.



Your Better Bathroom: Why WaterSense® Matters

Bathrooms are the largest water users in most homes, accounting for more than half of all indoor water use. Outdated fixtures not only waste water but also cost families money each year. The U.S. Environmental Protection Agency's WaterSense® program makes it simple to identify products that save water without sacrificing performance. Replacing old toilets, faucets and showerheads with WaterSense-labeled models can save the average household 10,000 gallons of water annually, enough to wash 11 months of laundry. With many parts of the country already experiencing water shortages, choosing water-efficient products is one of the easiest and most effective ways to preserve our most precious natural resource.

The impact of upgrading adds up quickly. If just one in every 10 American homes renovated a full bathroom with WaterSense® products, the country could save about 93 billion gallons of water. Nearly every major plumbing manufacturer now offers WaterSense® labeled products, which can be found online, in home improvement stores or through your contractor. By making small changes in your bathroom, you'll not only improve your home and save money but also contribute to protecting water supplies for future generations.



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