



UTILITY TALK

January/February 2026

Natural Gas Wastewater Stormwater Water | *Serving Richmond, Henrico and North Chesterfield*



National Cut Your Energy Costs Day is a great reminder that small adjustments at home can lead to meaningful savings for both your wallet and the environment. By exploring your energy-saving options and keeping up with regular maintenance, you can significantly reduce your energy use and boost efficiency.

A few simple changes can make a big impact on your DPU natural gas utility bill. Check out the tips below to get started. If you need additional support or are behind on your payment DPU has assistance programs available. At DPU, we remain committed to delivering safe, reliable utility services. Full details and applications for all current assistance programs are available on our website at rva.gov/public-utilities/billing.



Match pan size to burner size for even heating.



Set your water heater to 120°F to save energy.



Install low-flow showerheads and faucets.



Cover pots to reduce cook time.



Insulate water heater pipes to reduce heat loss.



Clean or replace furnace filters every 1-3 months to maintain good airflow.



Close fireplace dampers when not in use to prevent heat from escaping.



Seal air leaks around windows, doors and pipes to keep warm air inside.



Avoid overloading the dryer, as it increases dry time.



Install a programmable thermostat.

DID YOU KNOW?

You can safely dispose of Household Hazardous Waste (HHW) such as paint thinners, motor oil, pesticides, cleaners, batteries and fluorescent bulbs at the East Richmond Road Convenience Center, open weekdays 7:00 a.m. - 3:30 p.m. and Saturdays 8:30 a.m. - 2:00 p.m. HHW contains harmful chemicals that should never be thrown in the trash or poured down drains because they can travel through storm drains and pollute waterways.

30901-I-0333



Smell something? See something? Report it.

If you see or smell anything that could be a potential natural gas leak report it immediately by calling 911, to help keep your home and community safe. Potential natural gas leaks can be identified by a sulfur or "rotten egg" odor, hissing sounds near gas lines or dead vegetation around pipelines. Do not try to locate the source of the leak, instead leave the area right away then call 911. Quick reporting helps prevent property damage, service interruptions and life-threatening hazards. Other non-emergency water utility incidents can be reported by calling 804-646-4646 and selecting option 1.

Stay informed of emergency utility projects every step of the way with CivicReady, our real-time notification system that sends timely alerts about service outages, road closures and other important updates directly to residents in affected areas.



SIGN UP FOR CIVICREADY

Scan the QR code or visit qrco.de/bedWEI



**CALL 811
BEFORE
YOU DIG**

Beyond recognizing natural gas leak warning signs, preventing accidental damage to gas lines is equally crucial. Always call 811 before any digging project, no matter the size, to have utility lines properly marked. This simple step protects both you and your entire community from potential danger.

Make sure your pipes are ready for the winter.

When temperatures drop below 32°F, water inside of your pipes could freeze and lead to significant damage. If a pipe has burst or you cannot locate the frozen area, call a licensed plumber immediately. Follow the tips below to take action before and during low temperatures to protect your water pipes.

When water freezes, it expands. This pressure can burst pipes, leading to flooding, water damage and temporary loss of service. Outdoor pipes, unheated basements, crawl spaces and garages are especially vulnerable.

Protect Pipes Before Temperatures Drop

- Insulate exposed pipes in unheated areas.
- Disconnect hoses from outdoor faucets.
- Seal cracks and openings around pipes entering your home.

Weather under 32°F? Take Action.

- Let faucets drip slightly during extreme cold to keep water moving.
- Let warm air circulate by opening cabinet doors under sinks.
- When away from home, set thermostat to no lower than 55° F.

DID YOU KNOW?

Abrupt weather changes increase water main breaks due to pipes expanding and contracting, with the frozen ground adding extra pressure especially on older cast iron pipes.

To learn more scan the QR code or visit qrco.de/bgWZDv



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