



UTILITY TALK

March/April 2026

Natural Gas Wastewater Stormwater Water

Serving Richmond, Henrico and North Chesterfield

Common Household Leaks



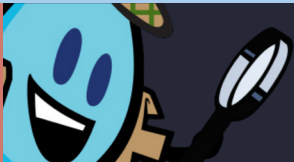
Showerhead Leaks:
10 drips/minute wastes > 500 gal. per year.

Toilet Leaks:
On average, a running toilet can waste 200 gal. per day.

Faucet Leaks:
1 drip/second wastes more than 3,000 gal. per year.

Small leaks inside the home can waste thousands of gallons of water each year and quietly increase utility bills. The most common sources of leaks include worn toilet flappers that allow water to run continuously, dripping faucets caused by aging parts, leaking valves under sinks or behind appliances and leaky showerheads that send water down the drain with every use.

Most leaks are easy and inexpensive to fix with routine maintenance. Replacing toilet flappers, tightening fittings and changing worn washers or cartridges can stop water loss before it becomes costly damage. Regularly checking for drips, listening for running water and inspecting visible pipes can help homeowners save water, money and avoid larger repairs down the road.



FIX A LEAK WEEK* March 16 - 22, 2026

Follow us on Instagram @RichmondDPU during Fix a Leak Week, for instructions on how to become a leak detective and investigate potential leaks in your home.
*In partnership with the U.S. Environmental Protection Agency



Have you ever wondered what *really* happens inside of the Department of Public Utilities?

The DPU Citizens Academy is your chance to learn how essential city utility service impacts everyday life. Join us in April for four weekly Tuesday sessions from 5 p.m. until 6 p.m. From infrastructure to customer service, you'll get to go behind the scenes and see how it all comes together to serve our community. Gain knowledge, build connections, get questions answered and become a more informed resident. Spots are limited, don't miss out. Visit rva.gov/public-utilities or scan the QR code to learn more.



DID YOU KNOW?

Calling 811 before you dig can prevent dangerous accidents and costly repairs. Underground utility lines for gas, water and electricity are often just inches below the surface. A quick call to 811 helps mark those lines so you can dig safely and avoid service outages or serious injury. Always call 811 at least 3 business days before you dig.

Virginia Flood Awareness Week

March 8-14, 2026



March 8-14 is Virginia Flood Awareness Week, a time for residents to learn about flood risks and take steps to protect their homes and families. Flooding can happen anywhere it rains, not just near rivers or coastlines. The Virginia Flood Risk Information System allows residents to look up their property and understand potential flood hazards in their community.

Just one inch of water in a home can cause up to \$25,000 in damage, making flood insurance an essential tool for recovery. Most homeowners and renters insurance policies do not cover flood damage, but communities, such as the City of Richmond, that participate in the National Flood Insurance Program allow all residents to purchase coverage, regardless of risk zone. Because flood insurance takes at least 30 days to go into effect, residents are encouraged to act now rather than wait for a storm. Visit rva.gov/public-utilities for more resources.



DPU's Efforts to Mitigate Flood Impacts

Effective stormwater management helps prevent flooding and keeps pollution out of local rivers and streams. DPU crews routinely clean storm drains, inlets and catch basins, with extra attention given to areas that flood frequently. River levels are closely monitored during storms so staff can respond quickly and reduce potential impacts to neighborhoods and businesses.

The City also maintains a floodwall system that ranges from 15 to more than 40 feet in height, which protects the city from river flooding. In addition, upgrades through the Combined Sewer Overflow Program are increasing the system's ability to handle heavy rain and reduce overflows.



DPU employee cleaning a storm drain with vector truck hose.

A Simple Guide To Understanding Your Water Bill


Your monthly water bill is made up of two main parts: a flat service charge and a usage charge based on how much water you use. Rates are approved each year by City Council and reflect the cost of operating the system, maintaining pipes and facilities and investing in infrastructure improvements. The service charge depends on your meter size, while volume charges are based on each Ccf of water used (1 Ccf is equal to around 748 gallons). Volume charges also have a Lifeline Rate, which steeply discounts the first four Ccfs of water consumption (approximately 3,000 gallons). For example, if the lifeline rate is \$3.13 per Ccf and you use 4 Ccfs, your usage cost is \$12.52, plus a base meter fee for your total bill. The average family of four uses about 8 Ccfs per month.



Wastewater charges are also noted on your monthly bill alongside water charges. From March through November, wastewater charges may be adjusted because outdoor water use does not go through the treatment plant. During voluntary or mandatory conservation periods, higher usage can trigger additional charges once customers exceed their conservation threshold, which is based on winter water use. These conservation rates are designed to protect the city's water supply and encourage efficient use during critical times. Visit rva.gov/public-utilities/billing for more details.

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